

# Indian Health Service

## Power Platform

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ANTHONY RAMIREZ

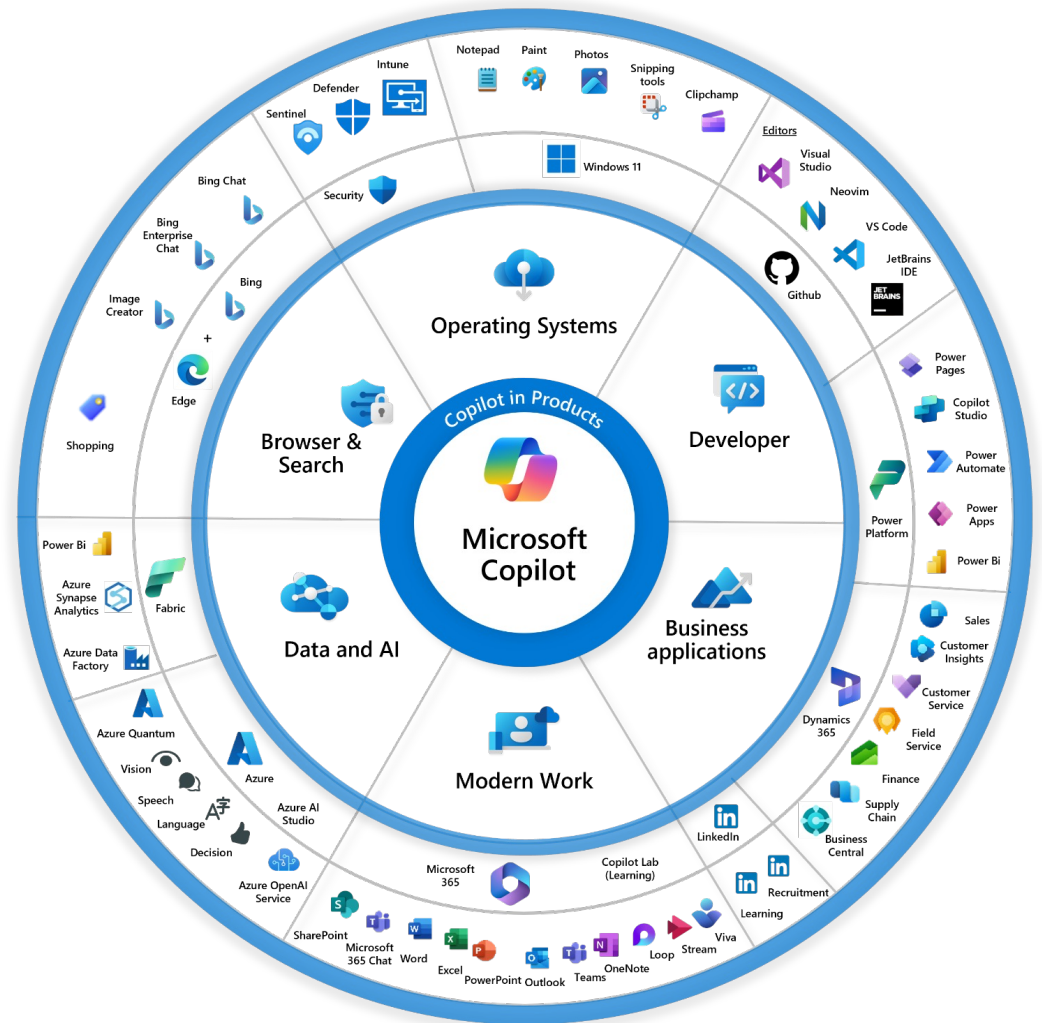
SR. SPECIALIST – POWER PLATFORM

ANTHONYR@MICROSOFT.COM



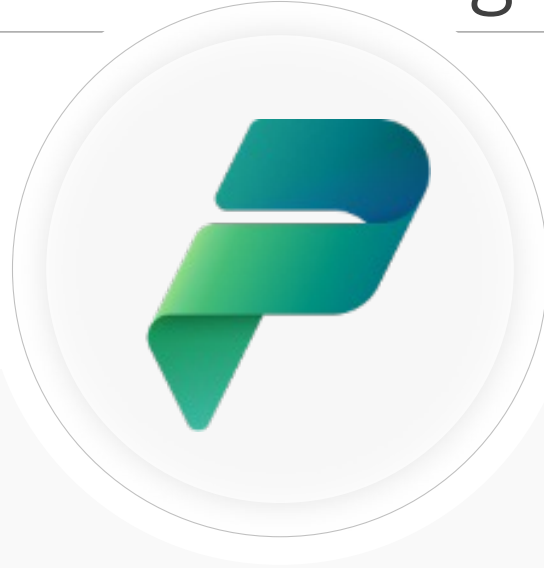
# Microsoft Cloud

Embedded AI experiences  
across the ecosystem



Introducing

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**Power Platform**



97%

of Fortune 500 use Power Platform

#1

adopted low-code platform

50% +

CIOs would choose Microsoft



## Low-code in reality

We are sitting at the midpoint of the low-code shift, the low-code **revolution**. The low-code shift is going to happen in five to six years and we're right in the middle of it.

Charles Lamanna, Microsoft  
Build, May 2023

**89%**

CIOs & IT pros say low-code is increasing efficiency<sup>1</sup>

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**33M**

monthly active users of Power Platform<sup>2</sup>

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**7.4M**

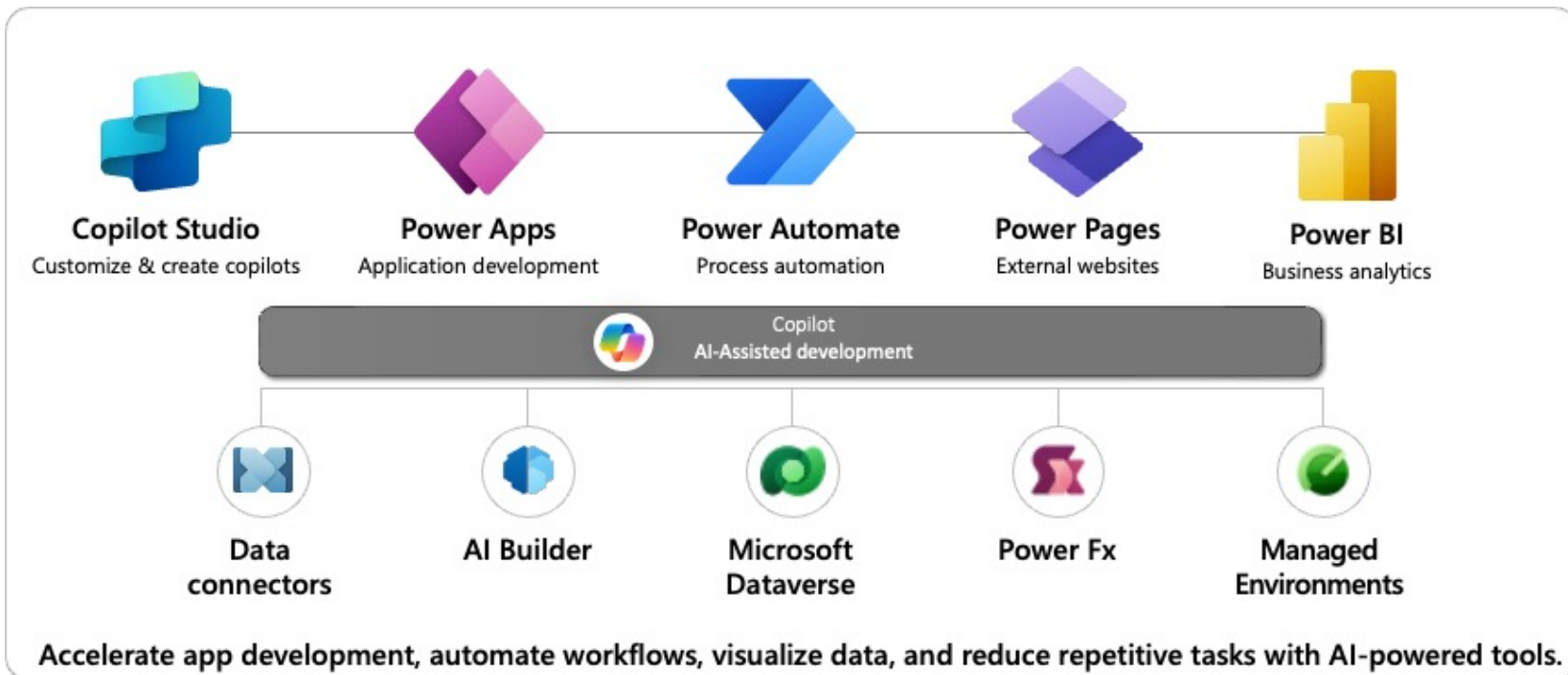
monthly active developers

<sup>1</sup>Source: [Low-code signals 2023](#)

<sup>2</sup>Source: [Microsoft Earnings Call, FY23 Q3](#)

<sup>3</sup>Source: [Charles Lamanna in Protocol, July 2022](#)

# Microsoft Power Platform



Power Apps



# Power Apps simplifies & accelerates development



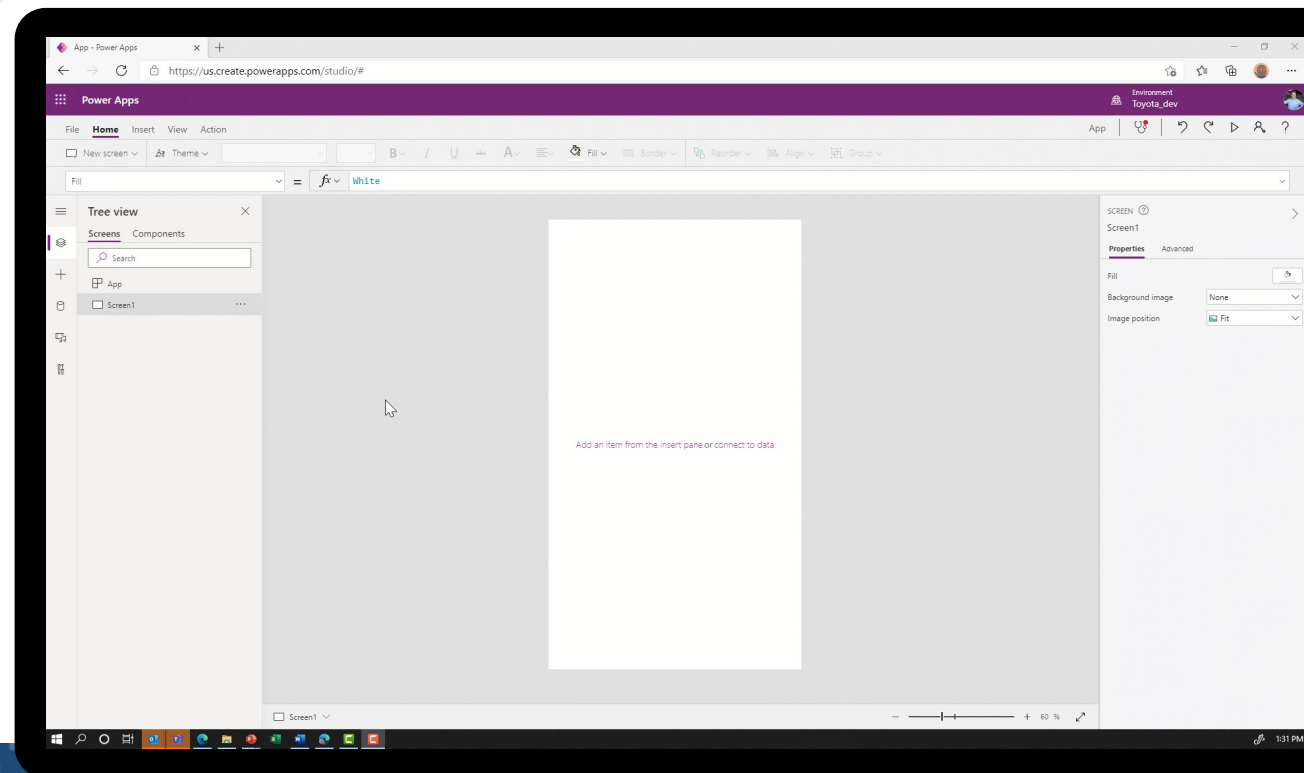
**RAPIDLY BUILD WEB AND MOBILE APPS TO SOLVE YOUR BUSINESS CHALLENGES.**

Pixel perfect visual app designer enables you to build and deploy professional looking apps faster

Applications that work across many form factors: Deploy once, use everywhere

Connect to your legacy line of business applications quickly and securely

Natively integrated into Microsoft Teams, Office, Dynamics 365





# Power Apps

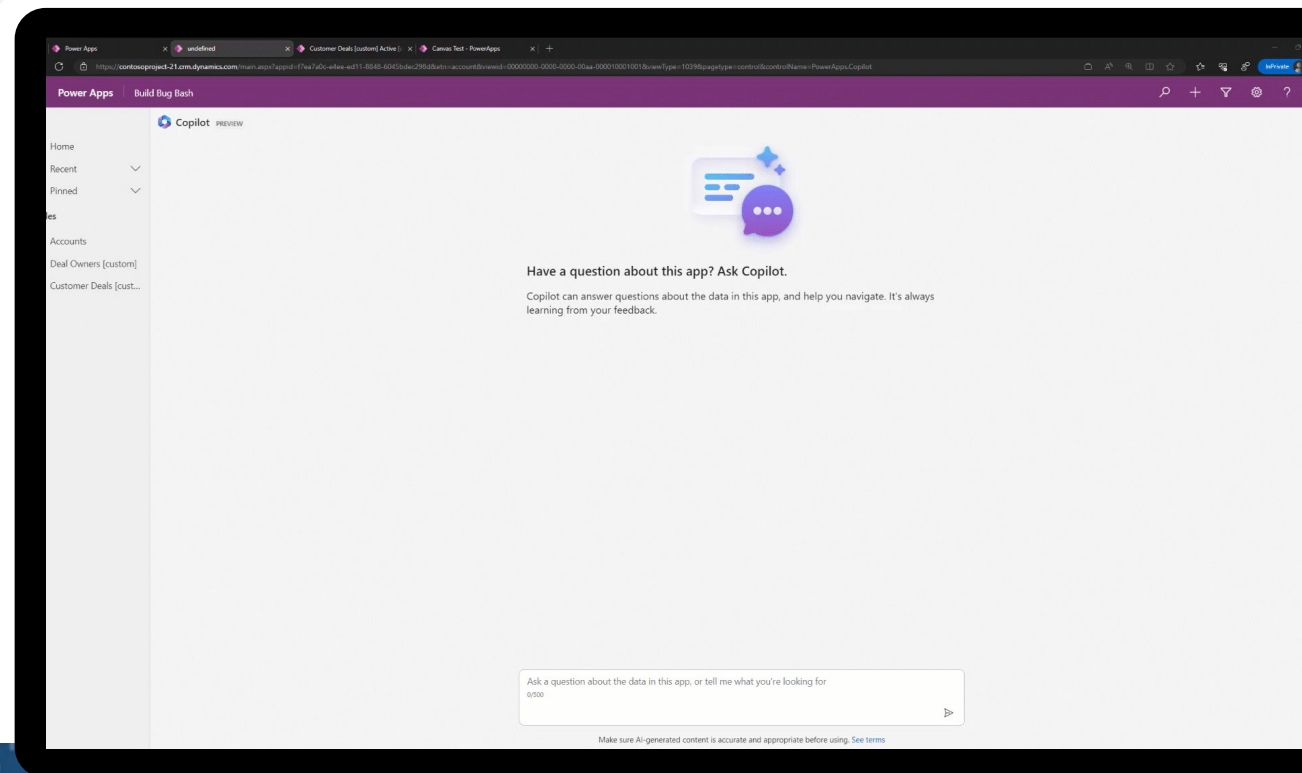


AI assistance in building topics, designing and modifying the app all through natural language

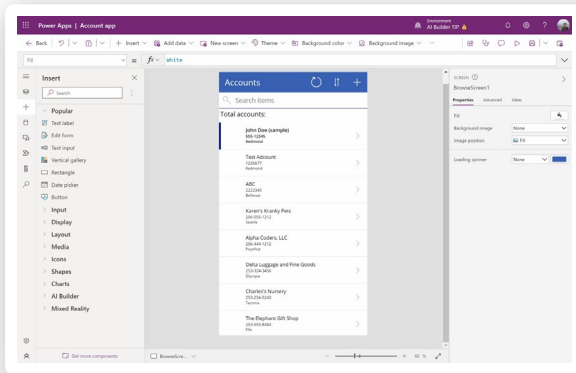
AI-assisted table creation that takes your existing data and turns it into an app in just a few steps

Accelerate simple or repetitive tasks, use reusable components to move from idea to deployment faster

Build, reimagine, and deploy business applications all through intuitive natural language



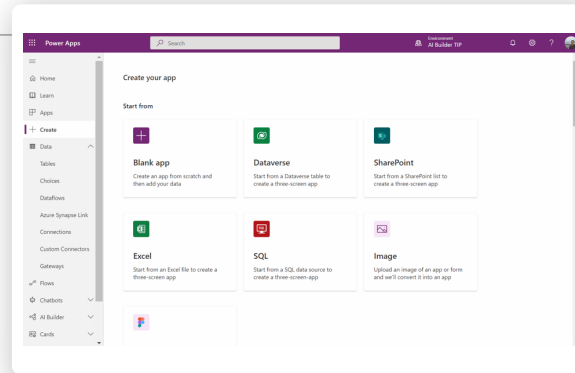
# Power Apps



## Ideas

Makers only need to describe their goal using natural language and Power Apps will generate code.

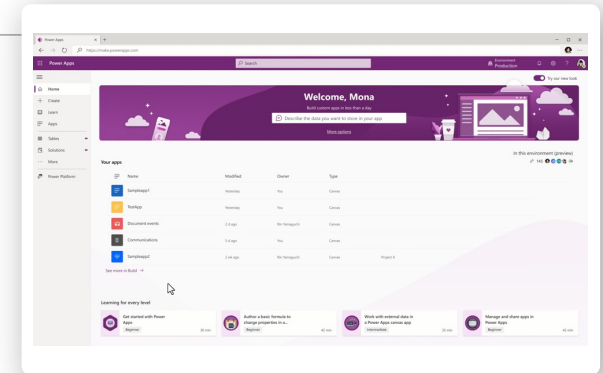
Save time and build more complex solutions by using natural language to give commands.



## Express design

Auto-generate working apps and data within seconds from images and design files.

Accelerate app development and enable anyone to easily create a to scale



## Copilot

Makers can build a complete app just by describing what they need in natural language.

Build, reimagine, and deploy business applications all through intuitive natural language.



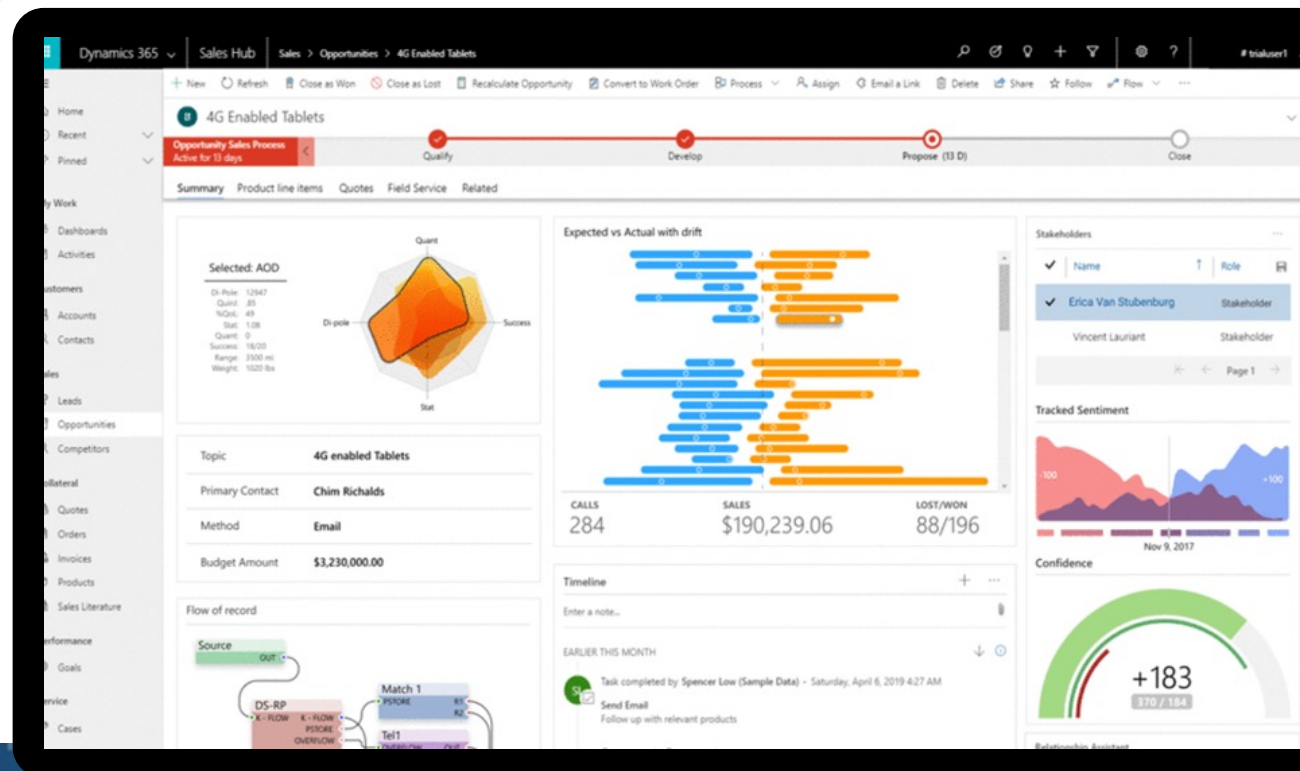
# Build Custom Components with the Power Apps Component Framework

Developers can build compelling visual components for Power Apps

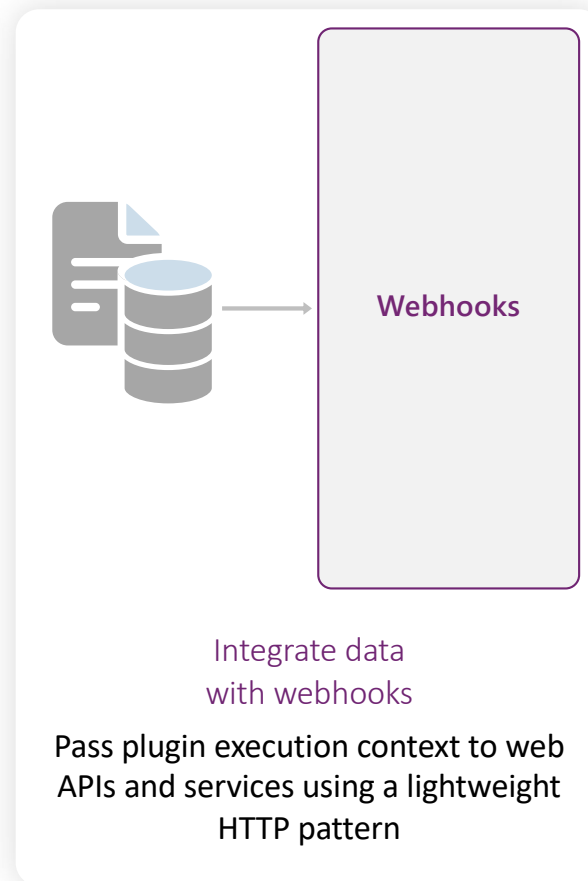
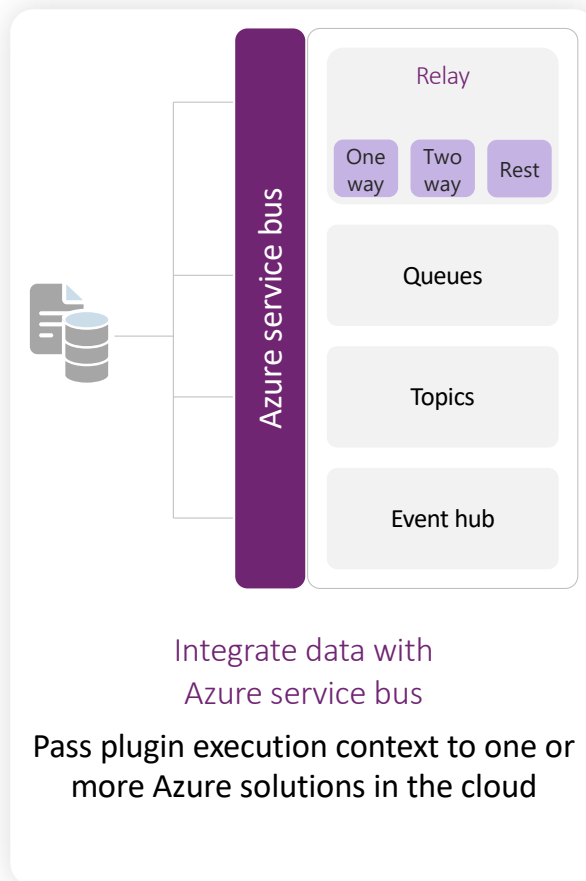
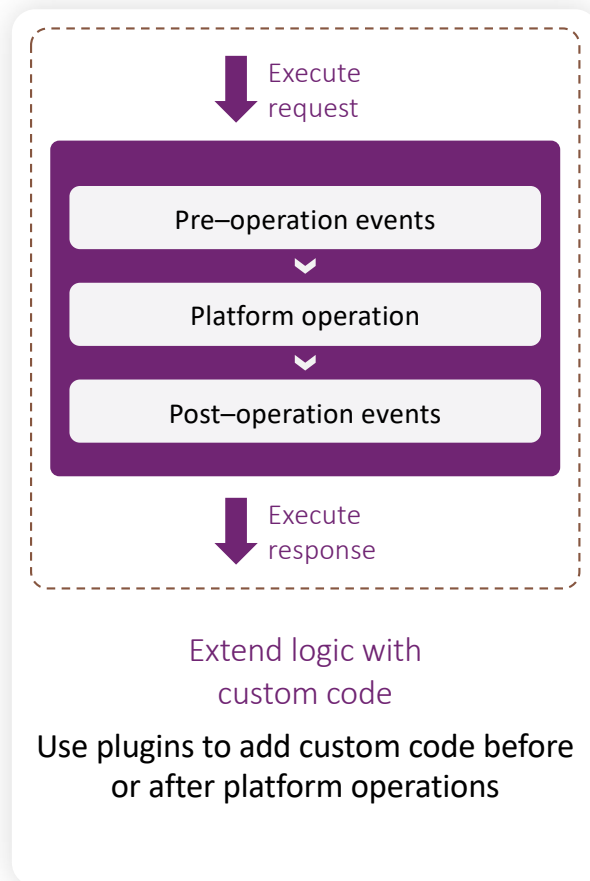
Custom components are responsive, reusable and support multiple form factors

Reuse your current IP and skills—framework is based on standard web technologies TypeScript/JS, CSS and HTML5

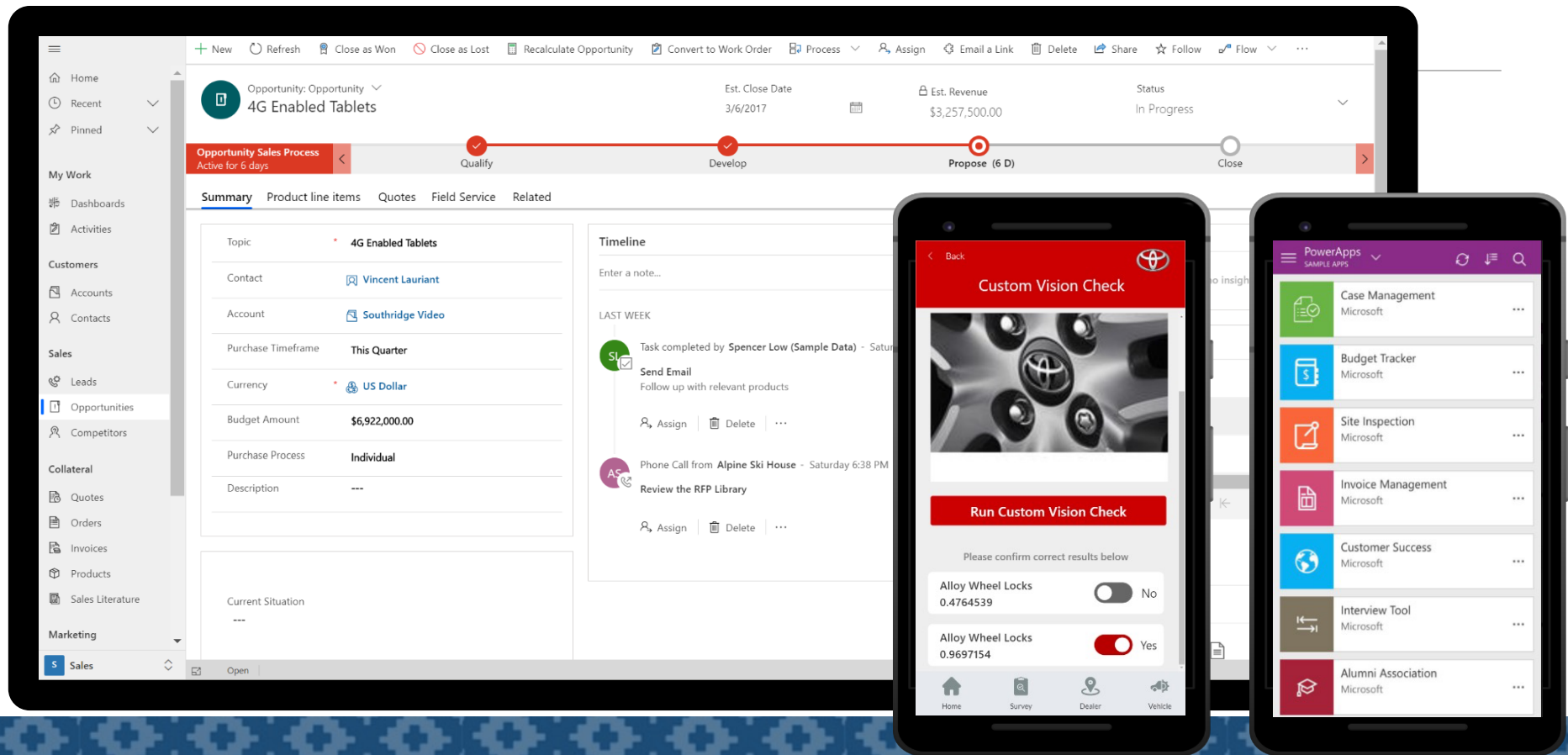
React and fabric support available in preview



# Service-side Extensibility for Dataverse

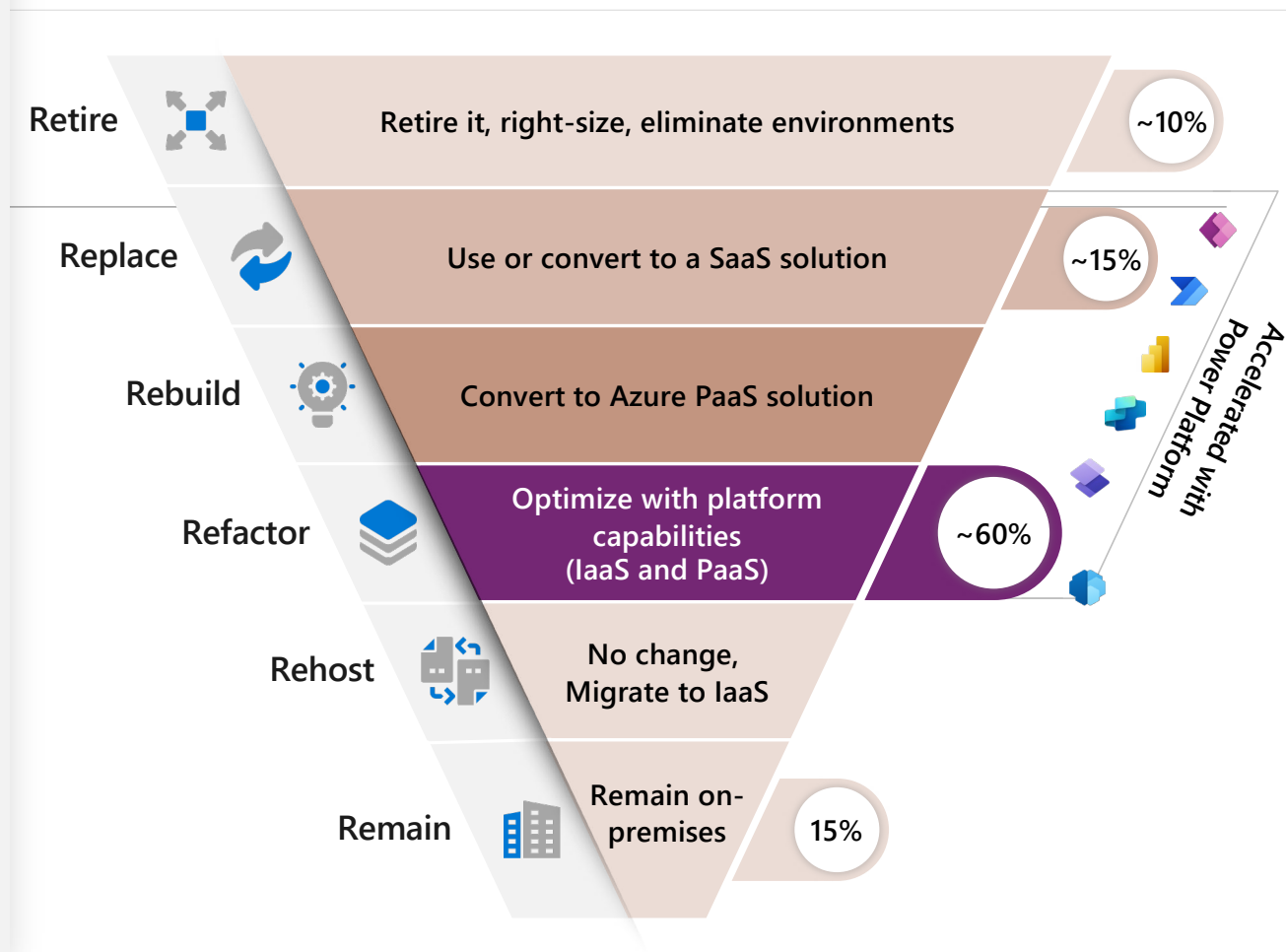


# Out-of-the-Box Components

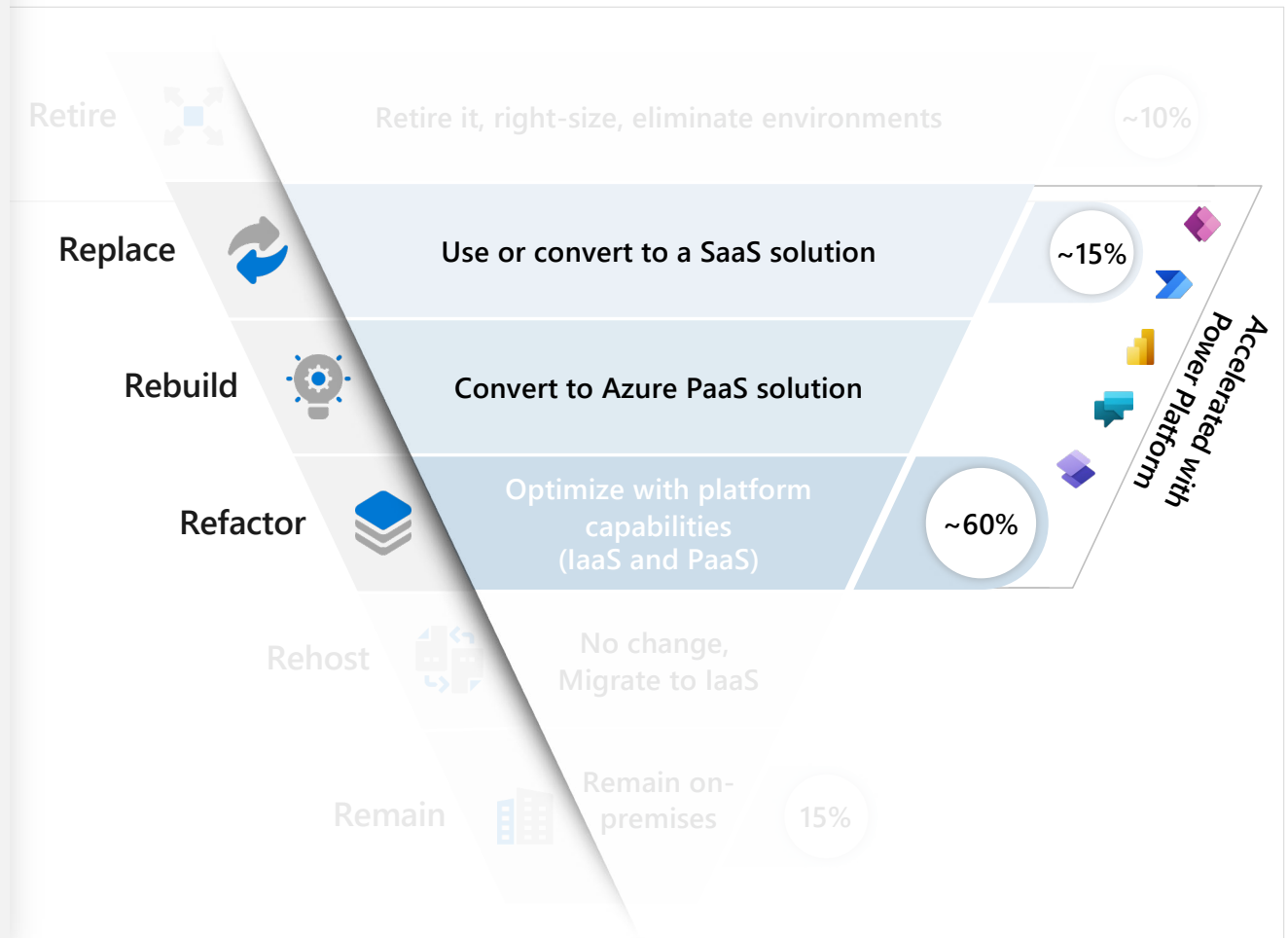


# App Building & Modernization

75% of legacy apps can be modernized faster with Power Platform



# App Building & Modernization

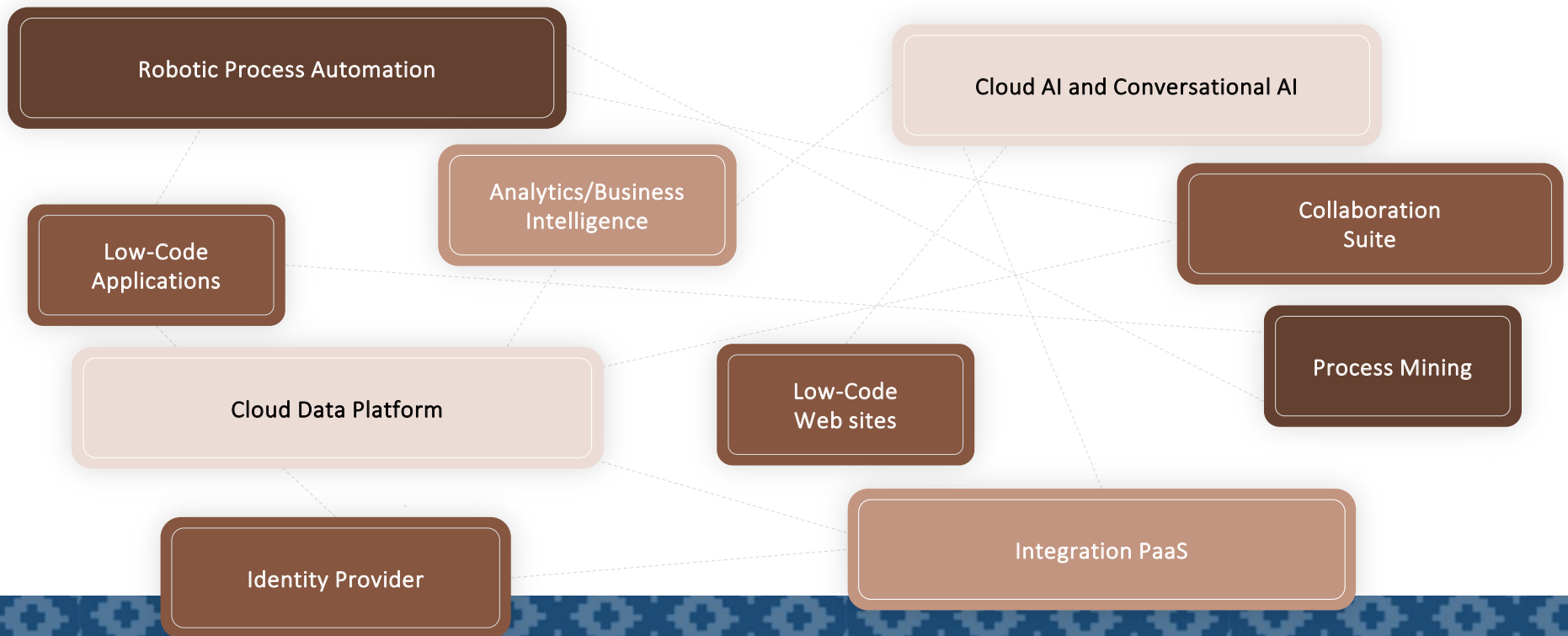


# Disconnected Solutions

**Increased complexity**  
disparate admin/security/governance

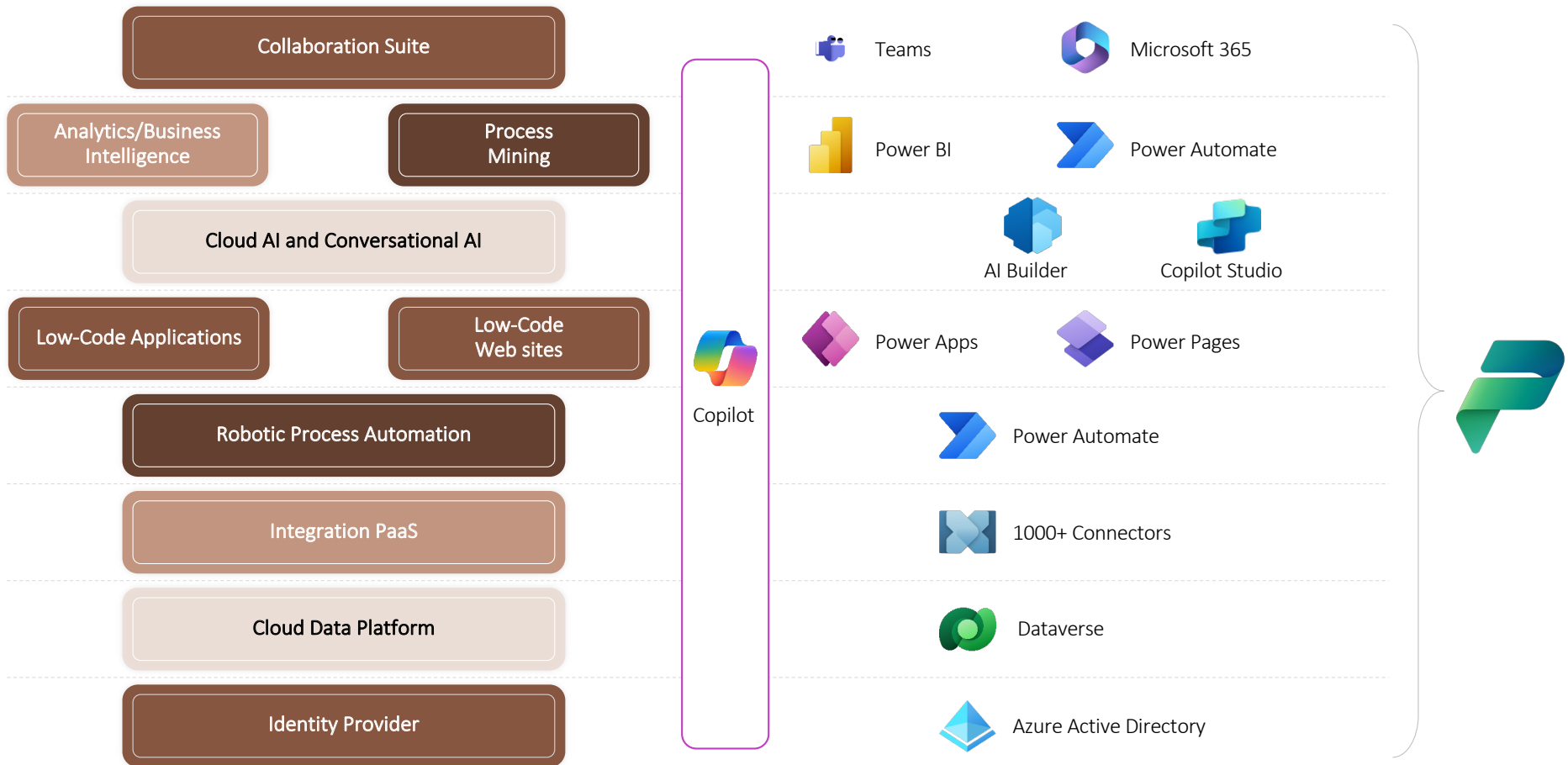
**Higher TCO**  
multiple vendors = multiple bills

**Additional support considerations**  
multiple specialist experts





# The Microsoft Approach – An Orchestrated Platform



# Power Apps + Makers

Digital transformation is powered by people



## Developers

Code-first developers that decide the most effective mix of code, low-code, and no-code elements

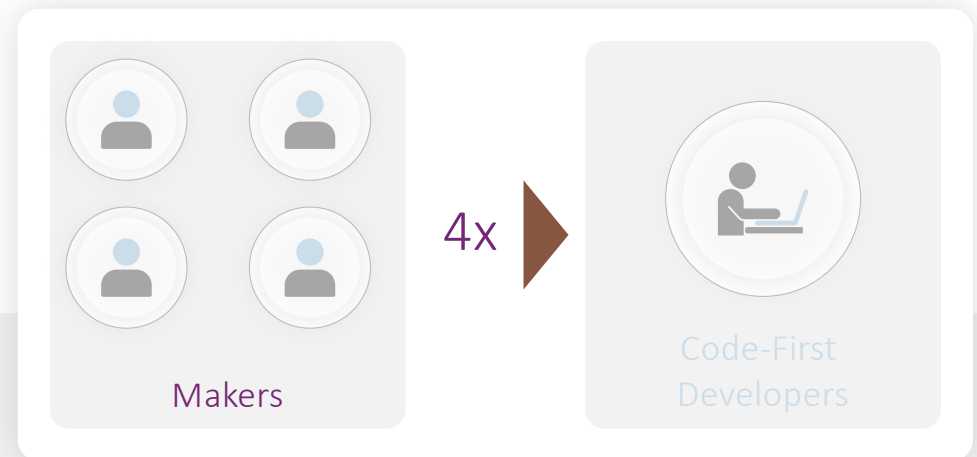


## Makers

Non-developer business experts that use low-code to create all or part of a solution



## IT/Admins



Low-code moves part of development responsibility

Business users can create more apps than experienced developers in the coming years, they can unburden the code-first developers from simpler projects.

# Runs on a Global, Hyper-scale, Enterprise-grade Infrastructure (20,000+ Engineers)

61

Hosting regions

Enterprise reliability via 100+ data centers and Microsoft's global network edge.

Compliance leadership with standards and commitments including ISO 27001, FedRamp and EU model clauses.

No standing access to data, transparent operational model and 99.9% financial-backed uptime guarantee.

Secure by design operationalized at the physical, logical and data layers.

## The world's most trusted cloud

Get security from the ground up—backed by a team of experts, and proactive compliance trusted by enterprises, governments and startups.



Microsoft invests more than USD 1 billion annually on cybersecurity research and development.



We employ more than 3,500 security experts who are dedicated to data security and privacy.



Azure has more certifications than any other cloud provider. View the [comprehensive list](#).



90+ compliance offerings including CIS Benchmark, CSA STAR Self-Assessment, SOC 1 Type 2.

Recognized as a Leader in low-code development platforms and robotic process automation by both Gartner and Forrester

A Leader in	
Low-Code Applications Platform, 2023	Low-Code Development Platforms for Professional Developers, 2023
Robotic Process Automation Attended & Unattended, 2022	Robotic Process Automation, 2022
	Digital Process Automation, 2022
	

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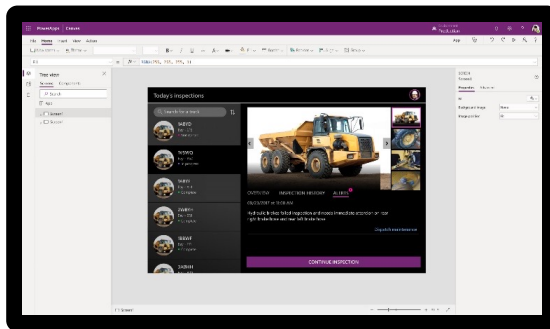
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# Power Apps



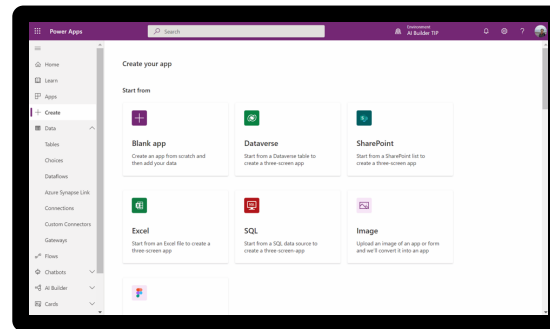
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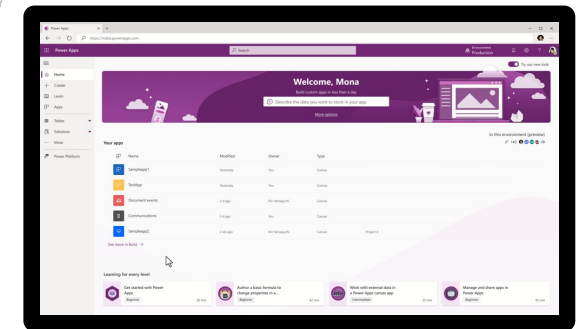
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Accelerate app development and enable anyone to easily create a new app to scale development.

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Power Automate



# Power Automate

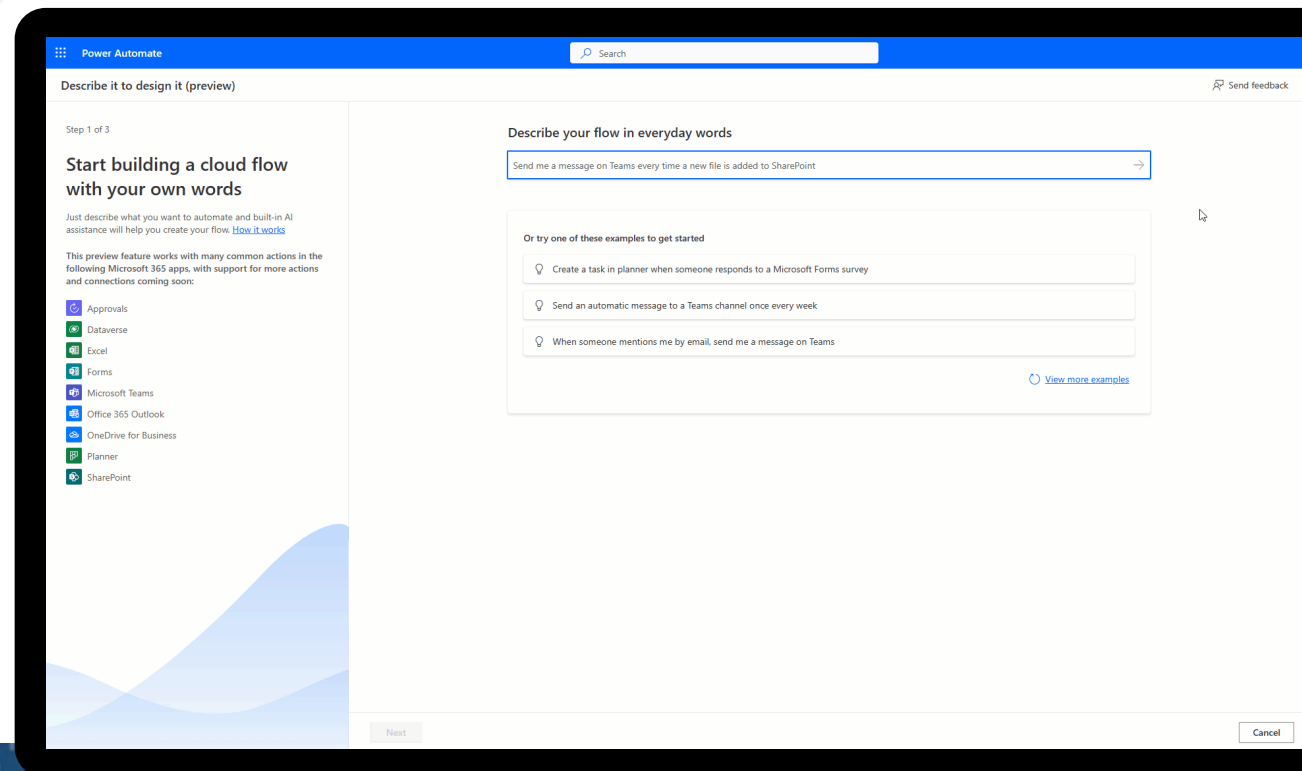


Bring ideas to life with AI powered automation development

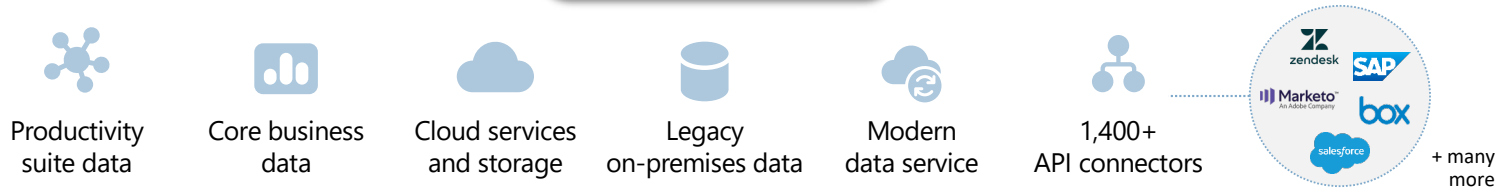
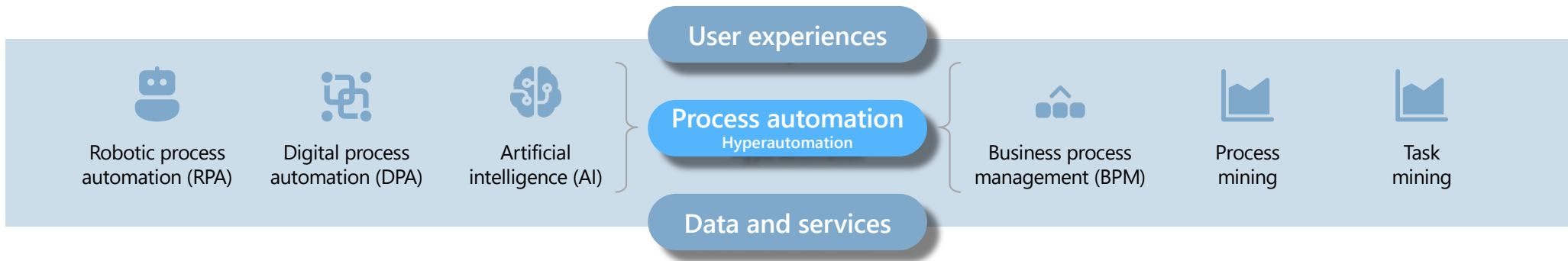
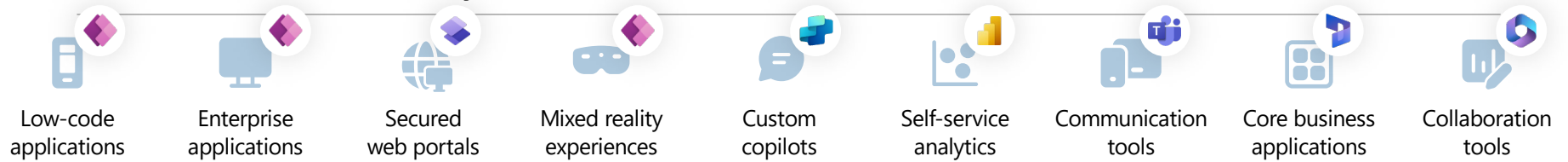
AI powered insight empowers everyone in your organization to make data-driven decisions

This new way to create flows runs on OpenAI Codex, an AI model descendant of GPT-4 that can translate natural language to code, in this case, Power Automate cloud flows

AI assisted authoring available “at your fingertips” allows developers and non-developers alike to build, edit, and extend solutions using natural language



# Orchestrate an ecosystem of seamless connectivity





# The future of automation is here

## AI-first workflow automations

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### Cloud flows

Copilot-assisted cloud automations

### AI Flows

**New** Copilot-assisted dynamic workflow automation

### UI Automation

Attended + Unattended UI Automation

Hosted RPA

**New** AI Recorder for natural language to desktop flow and self-healing

### Intelligent Content

#### Processing

Content creation, extraction, and understanding with AI Builder and GPT

#### Integrated Experiences

Embedded in experiences used every day

## Business process insights

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### Process insights

Copilot-assisted business process insights

### Task mining

Democratize insights and task automation

## Governance and observability

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### **New** Automation center

Maker and CoE level observability for operational excellence

### Power Platform

#### Admin Center

Tenant level reports & policies for governance at scale

### Microsoft Purview Portal

Integrated risk and compliance management across the whole tenant

AUTOMATION FOR THE AGE OF AI



# AI flows for outcome-based automation

NEW

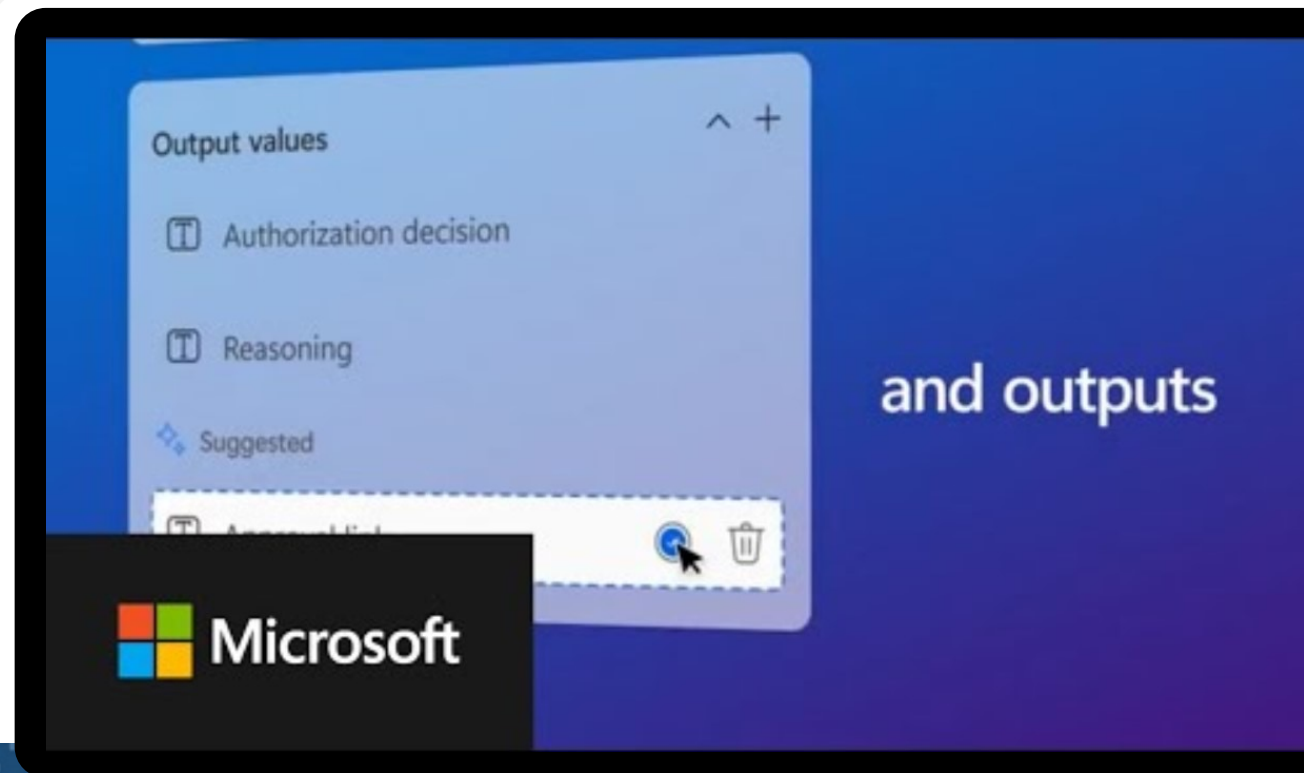
Early Access Program

A new approach to automation that is dynamic and **outcome-driven**.

User and AI collaboratively design **automation plan**, including parameters and guidelines.

Process steps are determined and **executed by the LLM** to achieve the process goal

**Monitor** flow success with run history, analytics, and individual flow run details.



intelligent | flexible | dynamic

UI AUTOMATION REDEFINED

# AI recording for desktop flows



NEW

Early Access Program

**Multi-modal** AI recording with screen understanding and speech processing

“**Show and tell**” user experience is like training a new team member

**Generative AI** builds the flow when recording is complete

**Self-healing** with AI when user interfaces change



natural | accessible | resilient



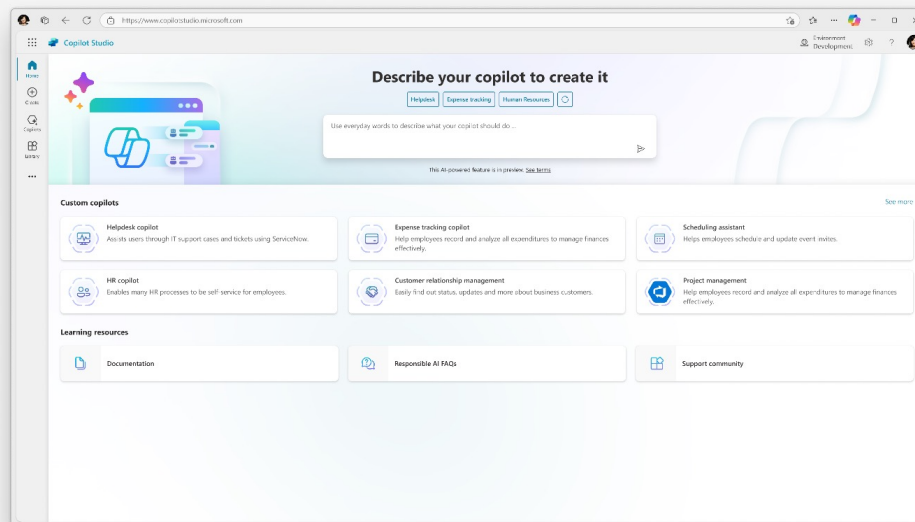
+



## Power Automate + Copilot Studio

Integrate automation with custom copilots

Copilot Studio is an end-to-end conversational AI platform for **building your own copilot** or extending Microsoft Copilot with generative AI, large language models and your data.



✓ Bend the curve on innovation

✓ Optimize business processes

✓ Enrich customer & employee experiences

✓ Improve efficiency & time to value

✓ Reduce development costs & risks

Identify. Analyze. Optimize. Repeat.

# Improve processes with task and process mining

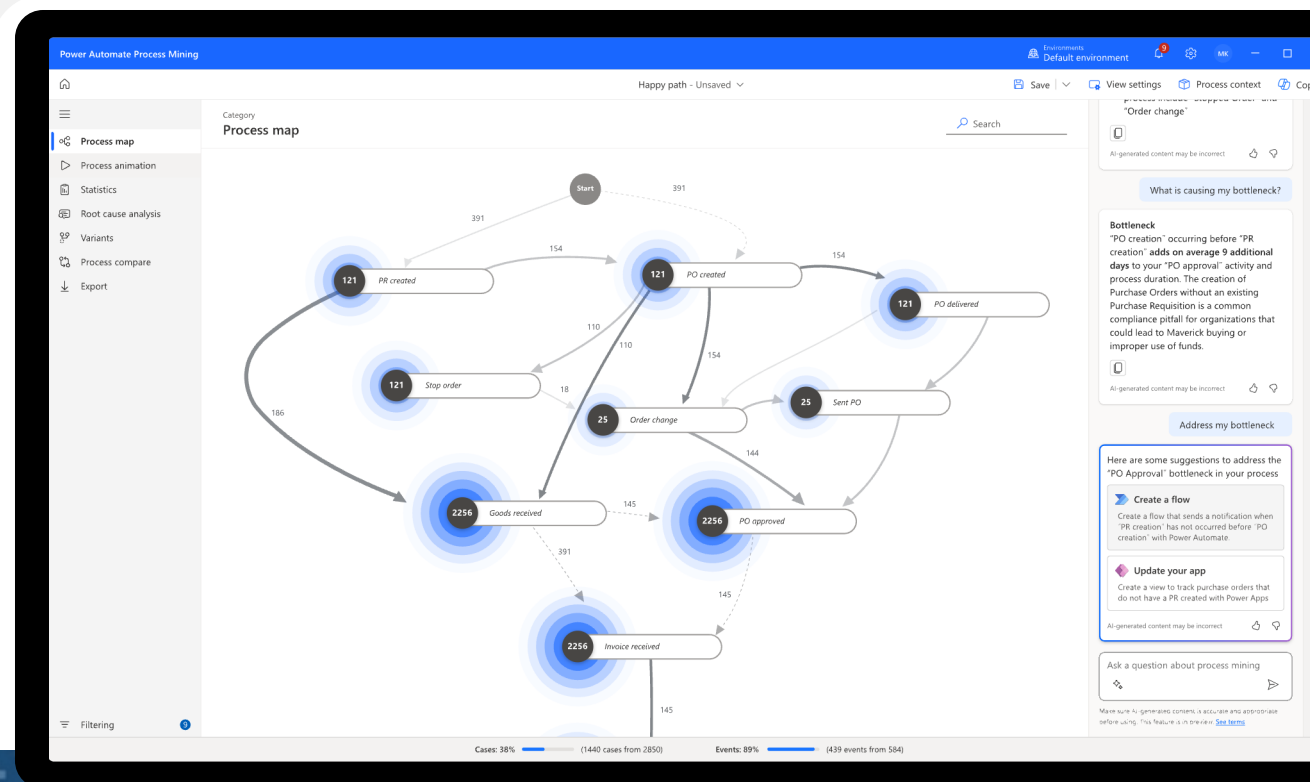
USE OUT-OF-THE-BOX TEMPLATES FOR RAPID DEPLOYMENT FROM DATA INGESTION TO PRE-DEFINED CUSTOM REPORTS

Gain deep insights with powerful features including rework detector, root cause analysis, process compare and custom metrics

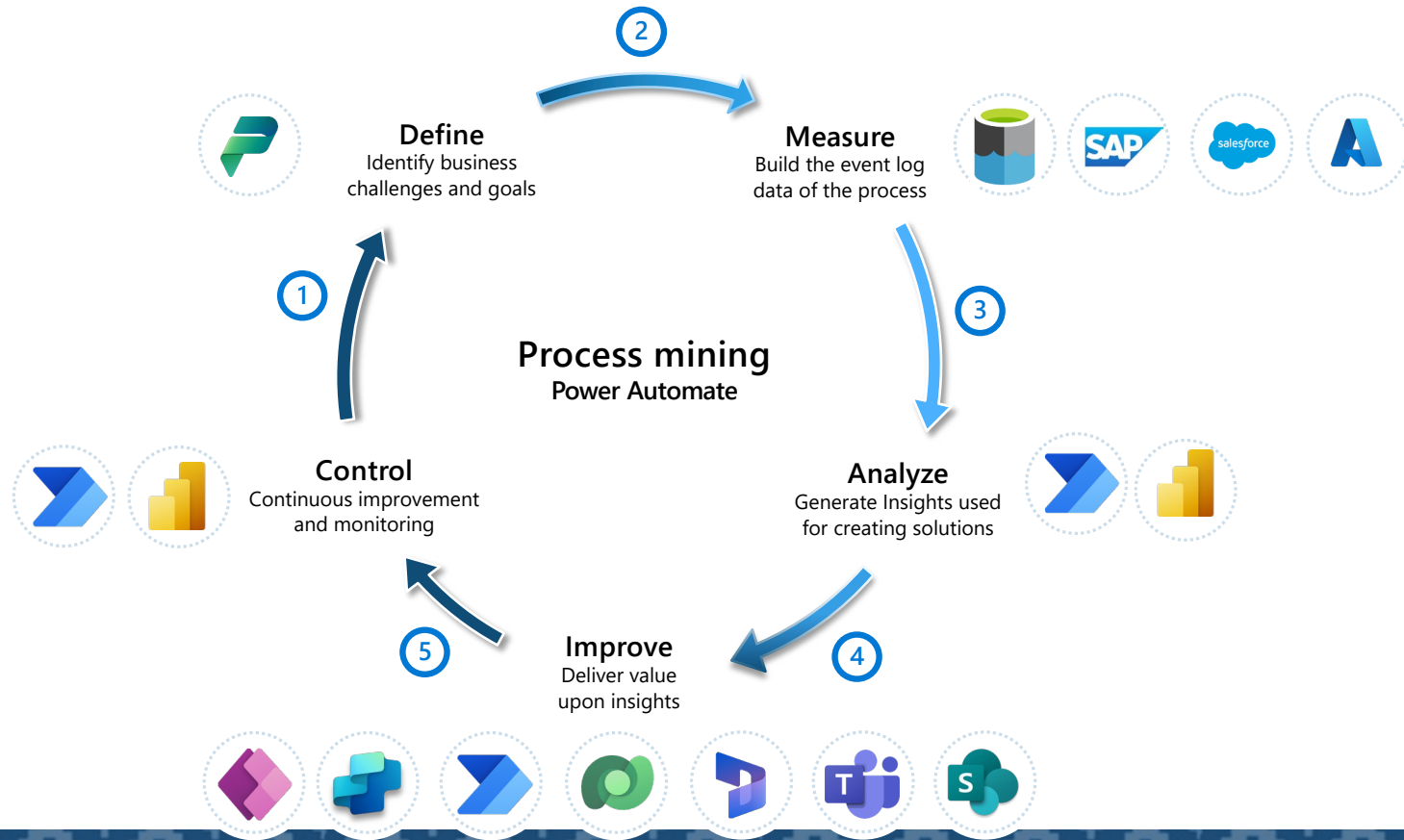
Create views, publish them to create custom Power BI reports and share across the organization

Discover possibilities for automation of individual workflows

Seamlessly integrate with Power Automate flows to turn insights into action



# end process intelligence



Manage. Monitor. Troubleshoot.

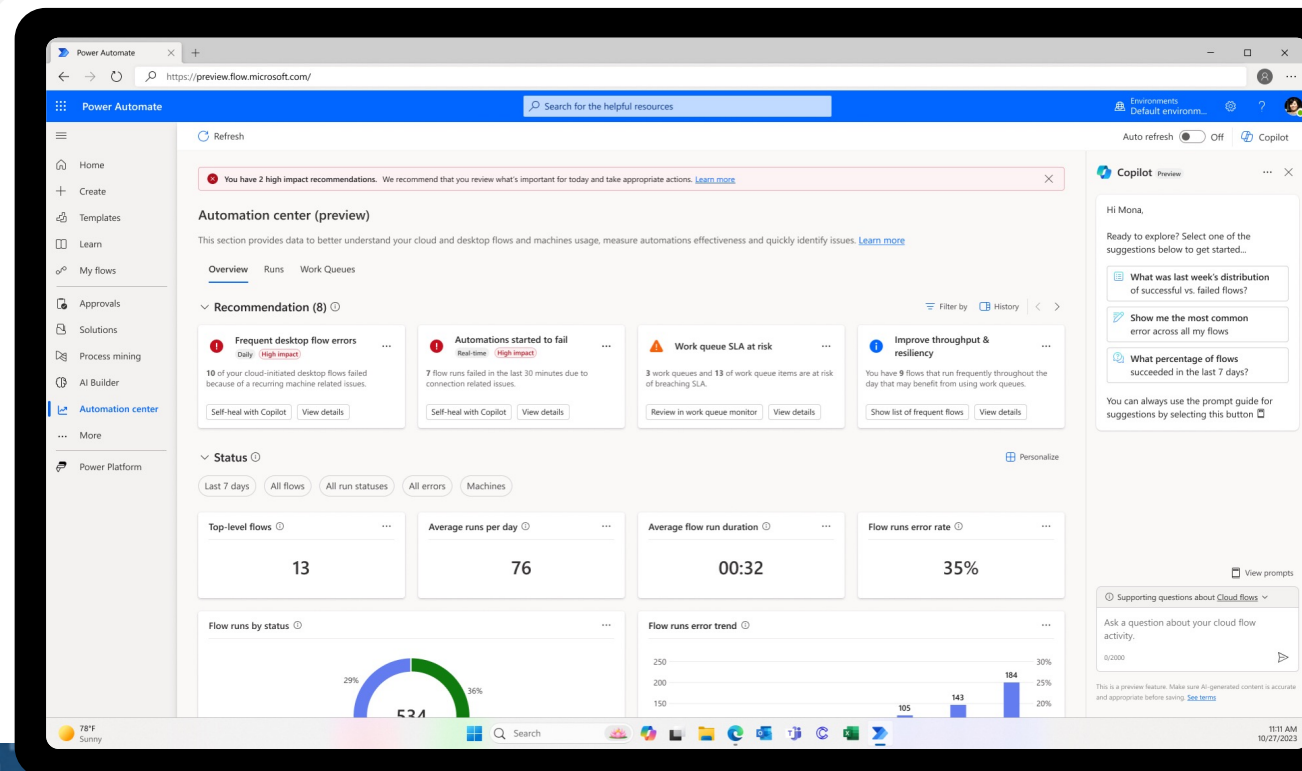
## Get 360 visibility with automation center

Gain an **end-to-end view** of your automation status with flow analytics and insights

Dedicated **work queue monitoring** to closely track SLA attainment, average processing time, and throughput

Recommendation area provides users with **actionable insights and best practice** recommendations.

Use **Copilot** to query cloud and desktop flow telemetry, work queue throughput, and documentation



# Microsoft Copilot Studio

## Build your own copilot

Create and publish a custom copilot for your organization using the intuitive building experience enhanced with large language models and generative AI

## Customize Microsoft Copilot

Extend and customize 1st party Microsoft Copilots with your own enterprise scenarios. Copilot Studio will be included with the Microsoft 365 Copilot SKU.

## Connected platform

Integrates and exposes various Microsoft's conversational AI technology stacks - integrated with Azure AI Studio, Azure Cognitive Services, Azure Bot Framework, Power Platform AI models and more

## Manage copilot experiences

Governance and control features to monitor usage with full visibility of customizations, standalone copilots as well as who is building and customizing them.

The screenshot shows the Microsoft Copilot Studio interface for a solution named 'Northwind Trader'. The interface is divided into a left-hand navigation pane and a main content area. The navigation pane includes sections for 'Building blocks' (GPTs, Topics, Plugin actions, Prompts), 'Copilots' (Create a copilot), 'Extend Microsoft Copilot' (Publish, Analytics), 'Settings' (AI integration tools, Channels), and 'Test your copilot'. The main content area features a header for 'Northwind Trader' with a 'View solution' link. Below this is a prominent card titled 'Boost your conversations (preview)' which includes a text input field for 'Enter your website', a 'Use generative answers' button, and an 'Advanced options' link. Underneath this card are three smaller cards: 'Extend a Microsoft Copilot (preview)' with an 'Extend with plugins' button, 'Add plugins for dynamic chaining (preview)' with a 'Go to plugins' button, and 'Meet people where they...' with a 'Go to publish' button. The interface is clean and modern, with a dark teal header and a light blue and white color scheme for the content area.



# Copilot in Power Pages

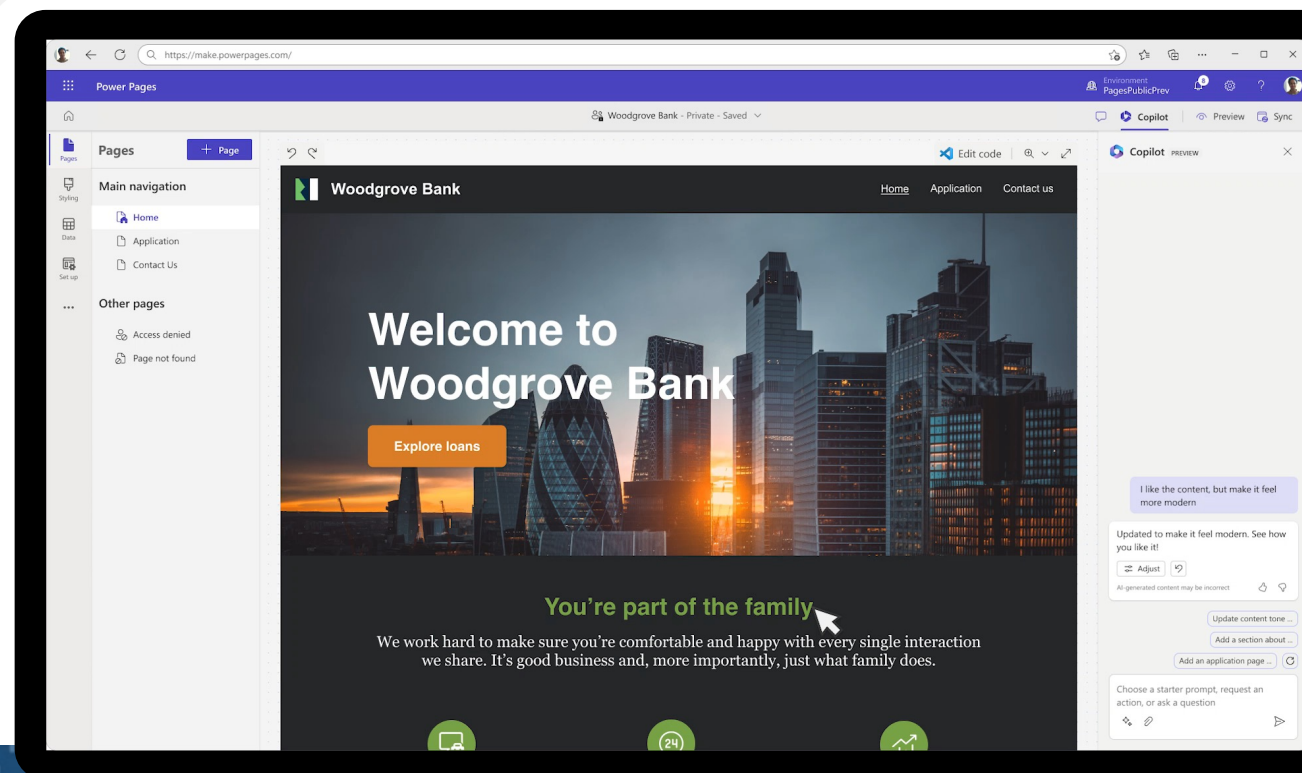


AI assistance in building topics, designing and modifying the bot all through natural language.

Build page layouts with the appropriate starting website content through natural language

Create forms and the appropriate table to store the form data

Use natural language to generate the right text content that can be adjusted for length, tone, and more



# Microsoft Power

## The low-code language for logic customization across Power Platform

```
fx Notify( "Hello, World!" )
```

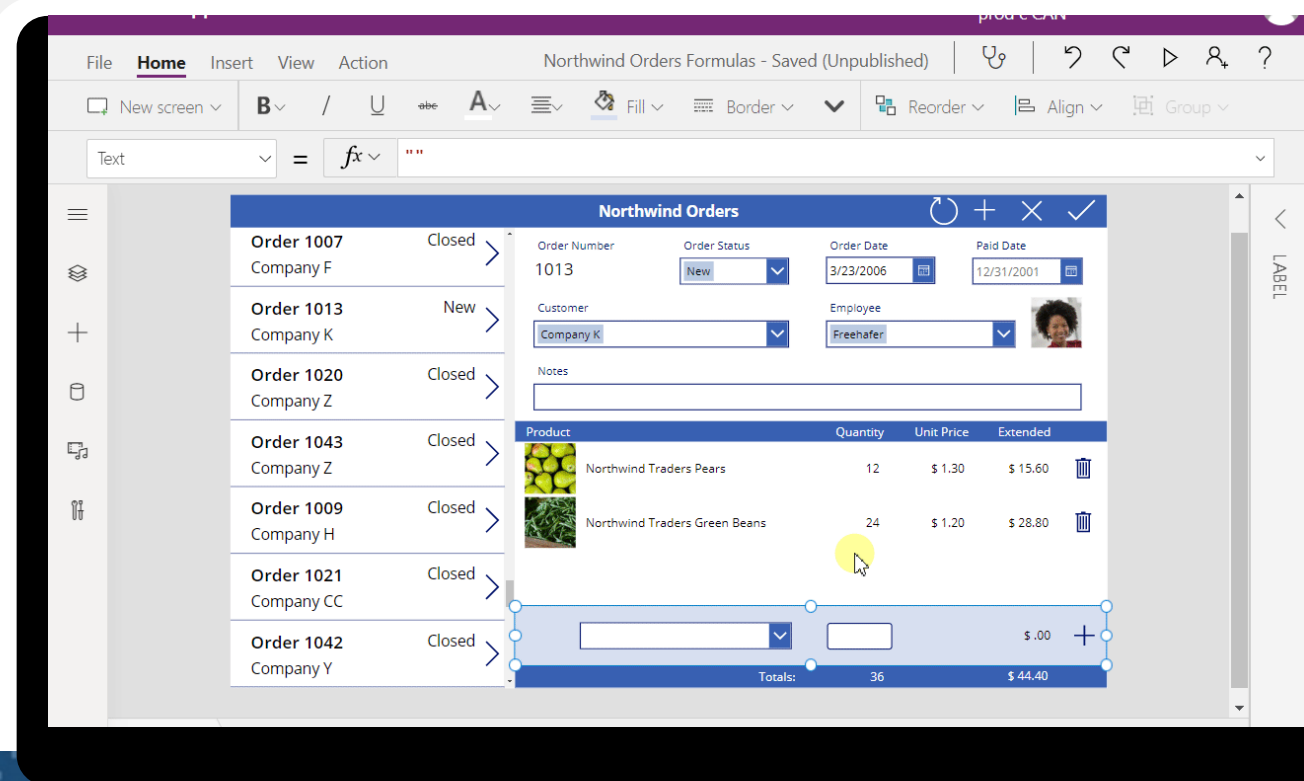
An open-source language that will be available for everyone to use and implement

Expressed in text, it's a low code language that makers can work with directly

Reduce barriers for getting started with a language that leverages the knowledge of excel users

Accelerate with the simplicity of formulas and add code where it matters using favorite developer tools

ParseJSON function to parse JSON strings into PowerFx objects and types

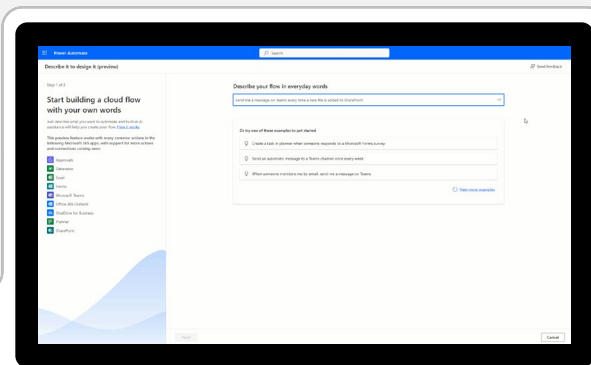


<https://powerapps.microsoft.com/en-us/blog/what-is-microsoft-power-fx/>

# Next generation AI for developers

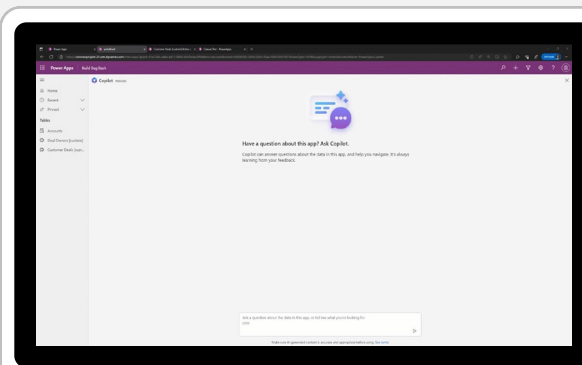


## Rapidly Upskill



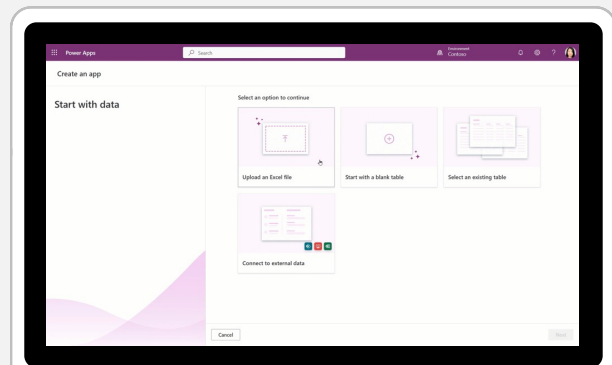
Leverage the in-product assistant to learn how it generated your app, bot, flow, etc.

## Develop Faster



Auto-generate working websites, data reports, and more within seconds using natural language.

## Streamline data integration



Drag-and-drop data sources, like an Excel sheet, into Power Apps and in a couple clicks Copilot will build your app.



**Dataverse**



# Microsoft Dataverse

Ingest the data you need



Dataverse easily structures a variety of data and business logic to support interconnected applications and processes in a secure and compliant manner



## More than a server

Although the Dataverse database is based on Azure SQL, it is so much more than a SQL server, allowing users to capture, analyze, predict, present, and report data with a high level of agility.



## An actionable platform

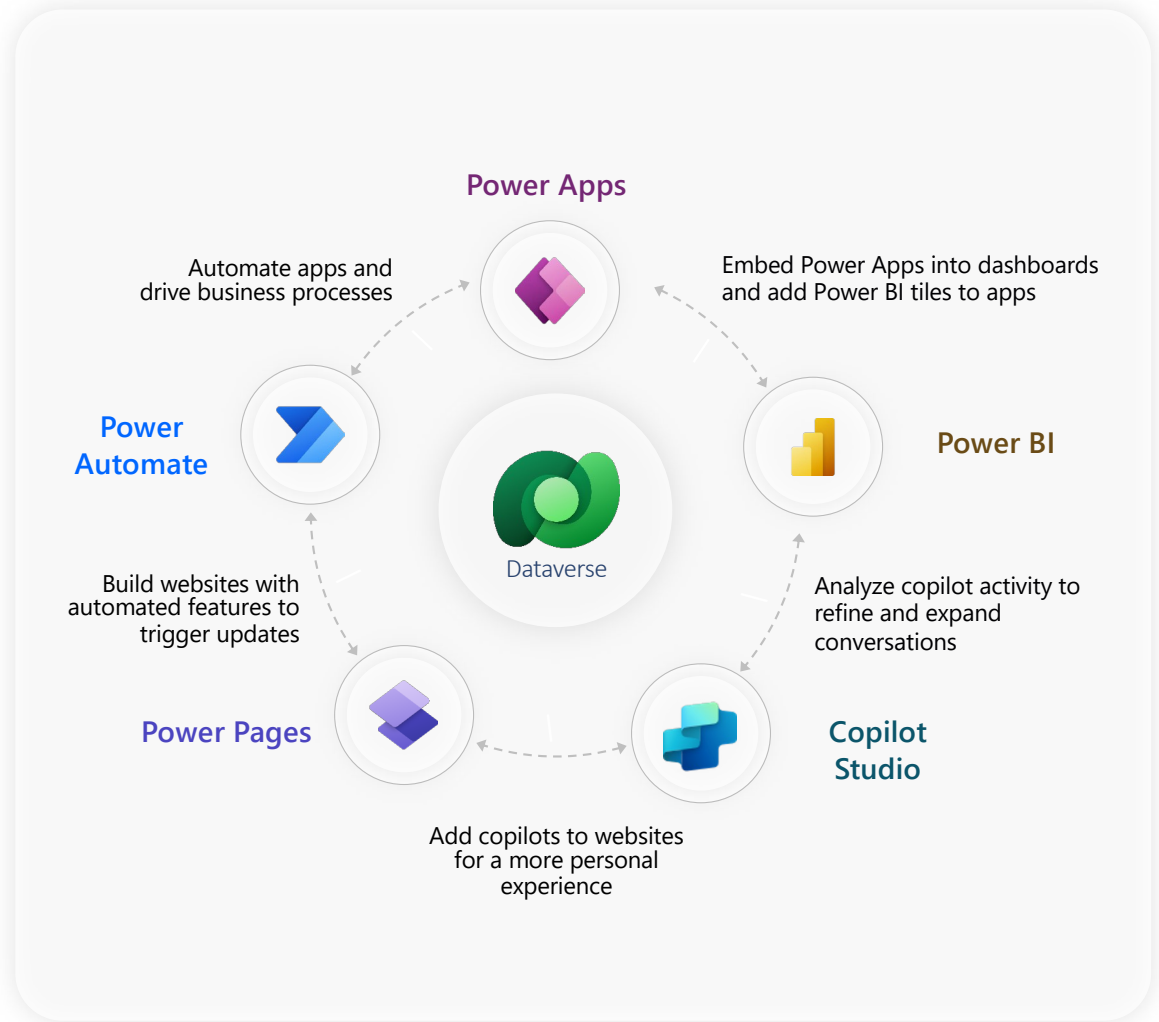
Dataverse comes with a rich system of actionable features that enable it to operate as a platform to do more with your data.



## Out-of-the-box controls

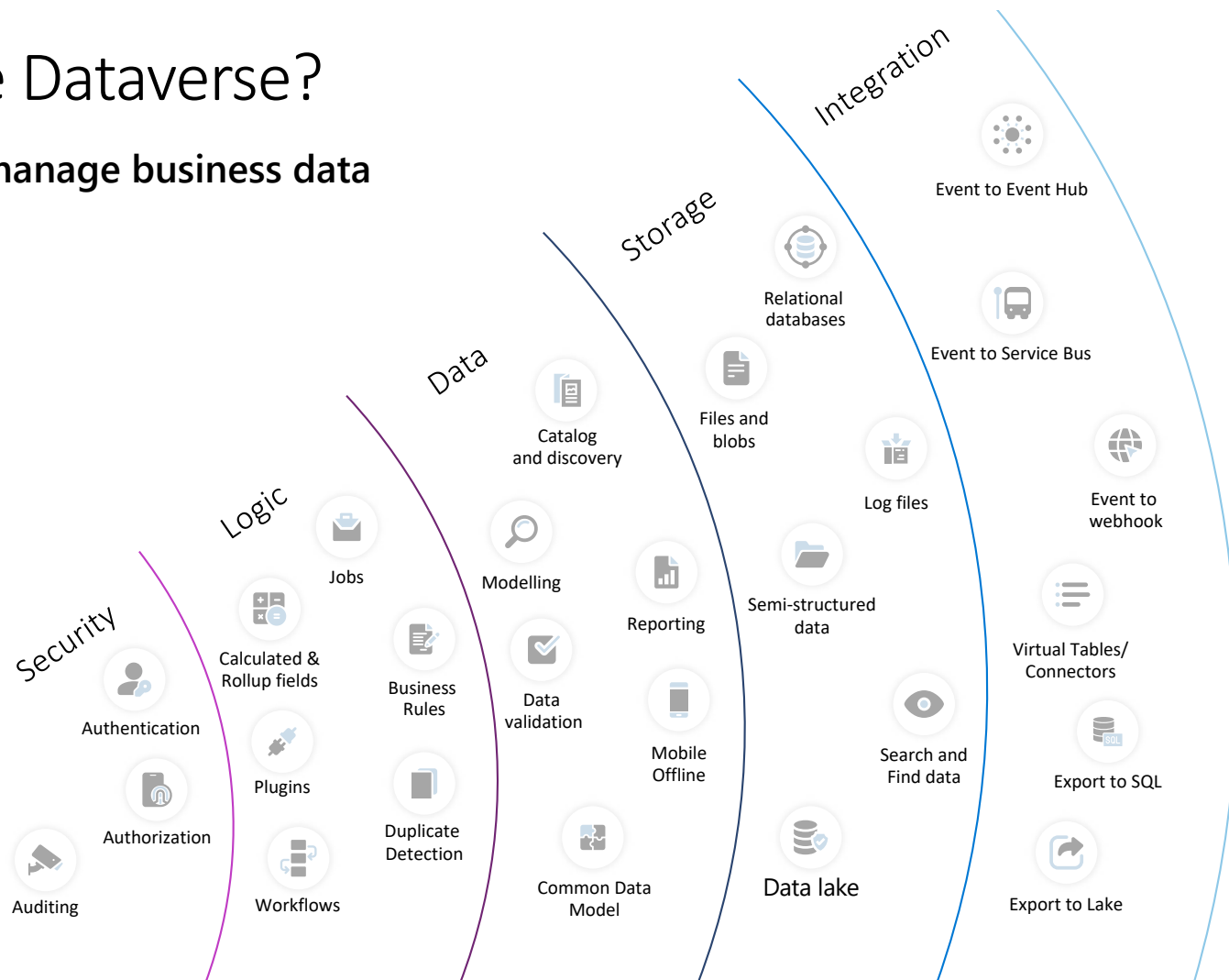
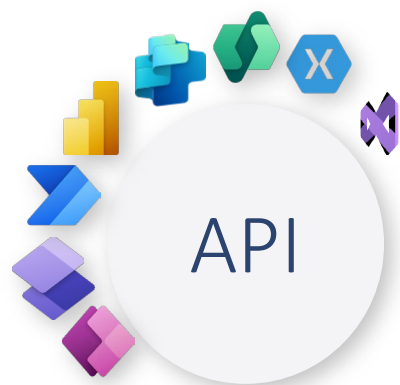
A traditional database would need to layer applications over your data to handle things like security and business logic, but with Dataverse all that is taken care of out-of-the-box, allowing you to get right to data modelling, business applications, and presentation of data.

# Dataverse is fully integrated into the Power Platform



# What's Inside Dataverse?

Securely store and manage business data



# Low-Code Backend with Dataverse

Jumpstart apps using an extensible data model with business logic, security and integration built in

Enable AI through built-in cognitive services powered by AI Builder and Azure

Extend data and processes to external and anonymous users with Power Apps portals

Support all your data: relational data, file and blob storage, logs and search indexing

Effortless Dynamics 365, Microsoft 365 and Azure integration as well as powerful integration capabilities

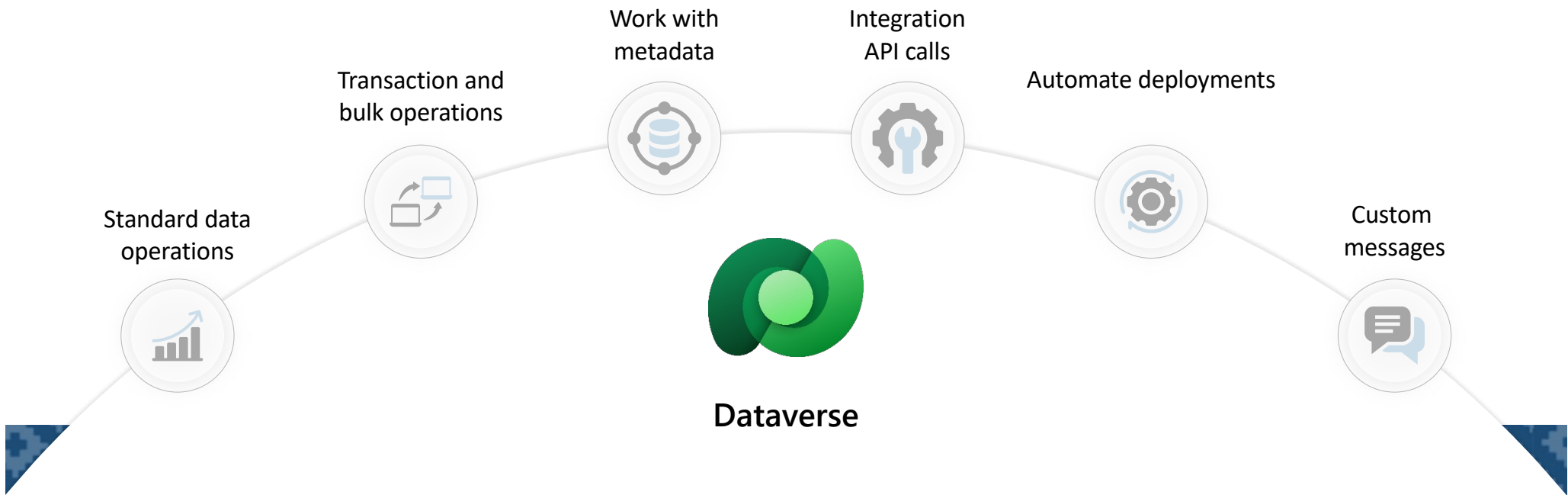
The screenshot displays the Microsoft Dataverse user interface. The top navigation bar includes options for '+ New table', 'Import', and 'Export'. The main content area is titled 'Tables' and offers four primary actions: 'Describe the new table', 'Upload an Excel file', 'Start with a blank table', and 'Create a virtual table'. Below these actions, there are filters for 'Recommended', 'Custom', and 'All'. A table lists various data entities such as Account, Address, Appointment, Attachment, Business Unit, Contact, Currency, Email, Email Template, Fax, Feedback, Letter, and Mailbox. A secondary window is overlaid on the right, showing the 'Views' configuration for the 'Account' table. This window contains a table with columns for 'Name', 'View type', 'Status', 'Managed', and 'Customizable', listing various views like 'Account Advanced Find View', 'Account Associated View', and 'Account BulkOperation View'.

Name	View type	Status	Managed	Customizable
Account Advanced Find View	Advanced Find View (default)	On	Yes	Yes
Account Associated View	Associated View (default)	On	Yes	Yes
Account BulkOperation View	Associated View	On	Yes	Yes
Account List Member View	Associated View	On	Yes	Yes
Account Lookup View	Lookup View (default)	On	Yes	Yes
Accounts Influenced Deals That We Won	Public View	On	Yes	Yes
Accounts: No Campaign Activities in Last 3 Mo...	Public View	On	Yes	Yes
Accounts: No Orders in Last 6 Months	Public View	On	Yes	Yes
Accounts: Responded to Campaigns in Last 6 ...	Public View	On	Yes	Yes
Active Accounts	Public View	On	Yes	Yes
All Accounts	Public View	On	Yes	Yes
Inactive Accounts	Public View	On	Yes	Yes
My Active Accounts	Public View (default)	On	Yes	Yes
My Connections	Public View	On	Yes	Yes
Quick Find Active Accounts	Quick Find View (default)	On	Yes	Yes



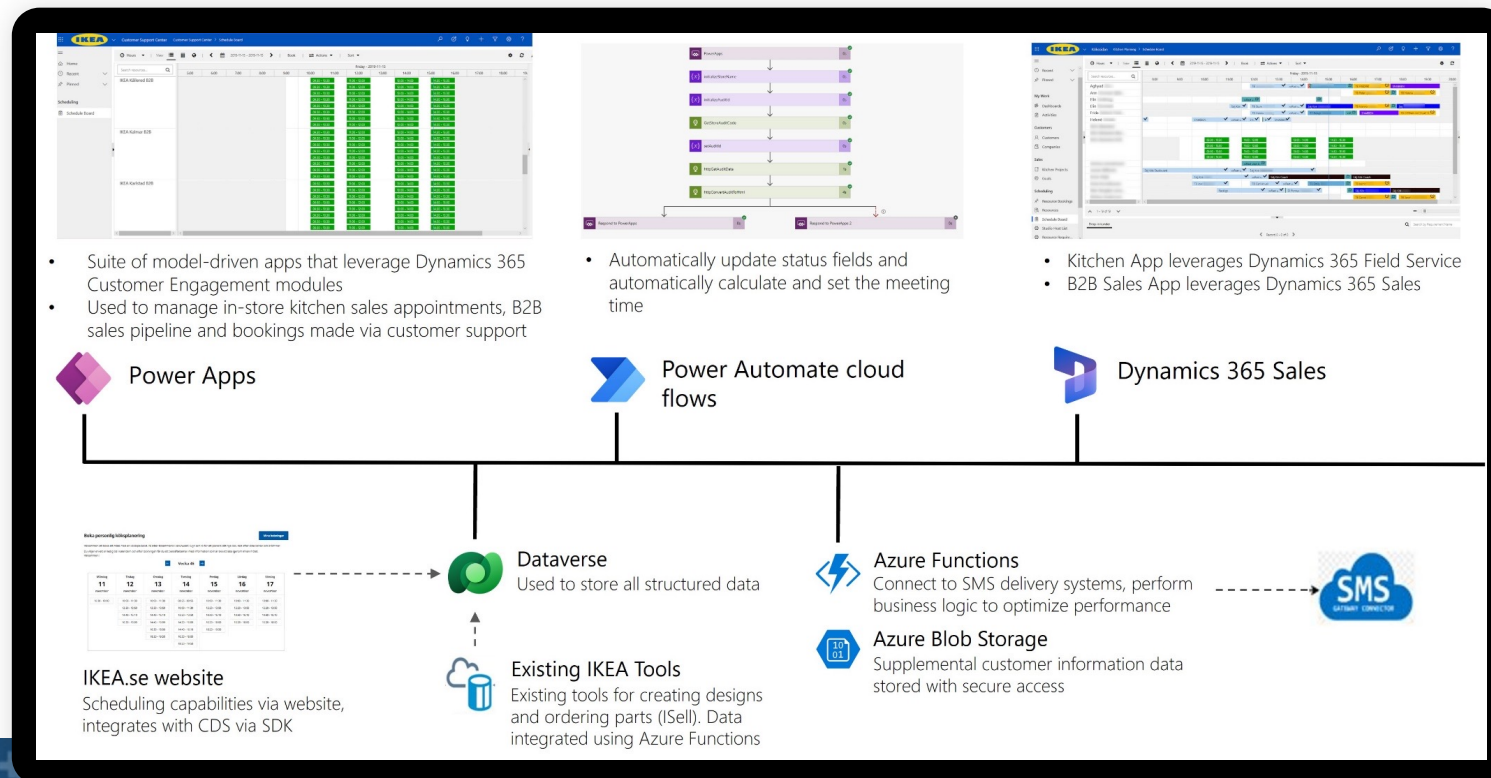
# Integrate and Build Custom Apps on Dataverse

## Working with Dataverse APIs



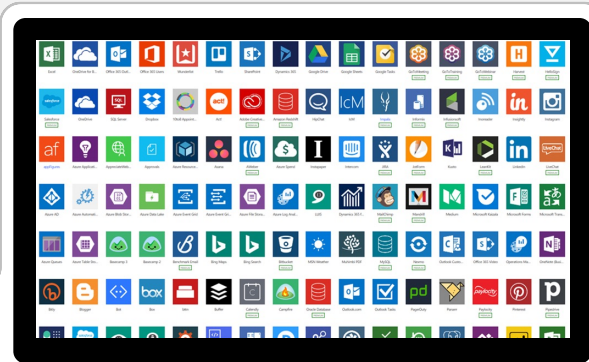
# Solution Architecture Using Dataverse

How [IKEA Sweden](#) partnered with [Cappgemini](#), a Microsoft Gold Partner, to build a Dynamics 365 and Power Platform solution for its sales staff to improve the kitchen buying experience for individual customers (B2C) and businesses (B2B).

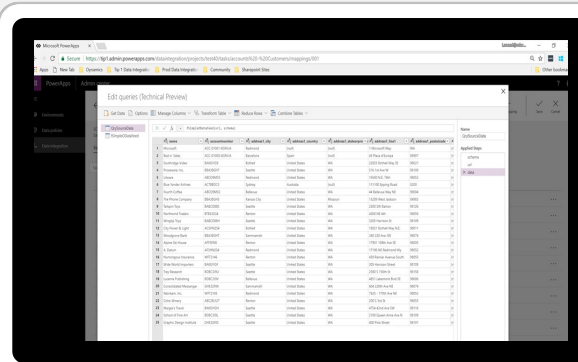


# Connect to All the Data You Need

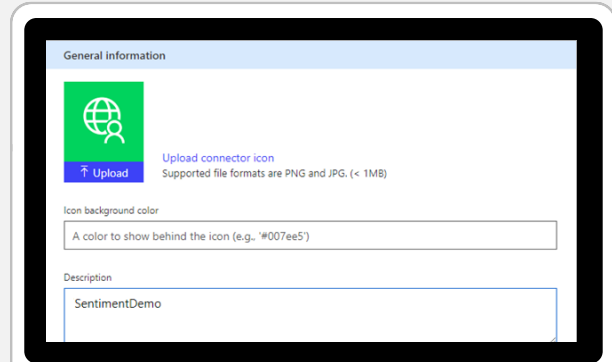
Easily integrate information from just about anywhere



Dataverse connects in different ways to support your business needs. APIs, webhooks, eventing, and data exports give you flexibility to get data in and out.



Data integration capabilities built-in to Dataverse include Excel Power Query and Built-in management features like CDM entity mapping UX, environments, and scheduled refresh.



Leverage external data through custom connectors or 1000+ prebuilt connectors for cloud and on-premises connectivity. Break down data silos by using multiple data sources in a single application.

# Virtual Connection Provider

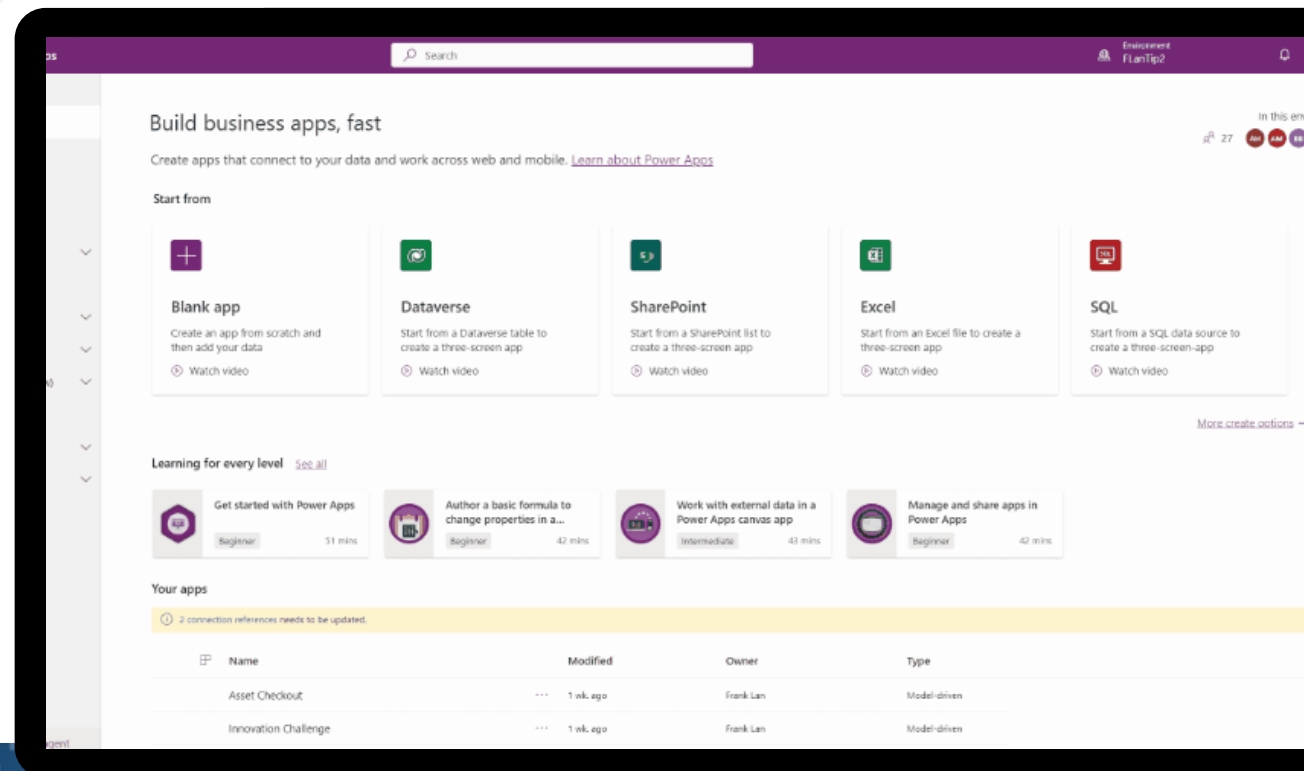
Make the process of creating virtual tables easier by letting Dataverse do some of the work for you

Virtual tables connect to existing data outside of Dataverse and allows you to access it within an app so you no longer need to:

- Create plug-ins for APIs
- Create Service Principles
- Search for which tables/lists are compatible in your data source

## Virtual Table Creation Wizard

Set up your connection, pick your site or database, select your list or SQL table and your virtual table will appear ready to use!



# Power BI product portfolio

## Author



Power BI Desktop



Power BI Report Builder

Data exploration and report authoring tools

Free download

## Share and collaborate



Power BI service

Cloud-based modern business analytics solution, includes free mobile app

Power BI Pro  
Power BI Premium per user

## Large scale deployments



Power BI Premium

Dedicated capacity for:

- Increased performance and advanced capabilities
- Sharing with large groups

Power BI Premium per capacity  
Power BI Premium per user

## App dev



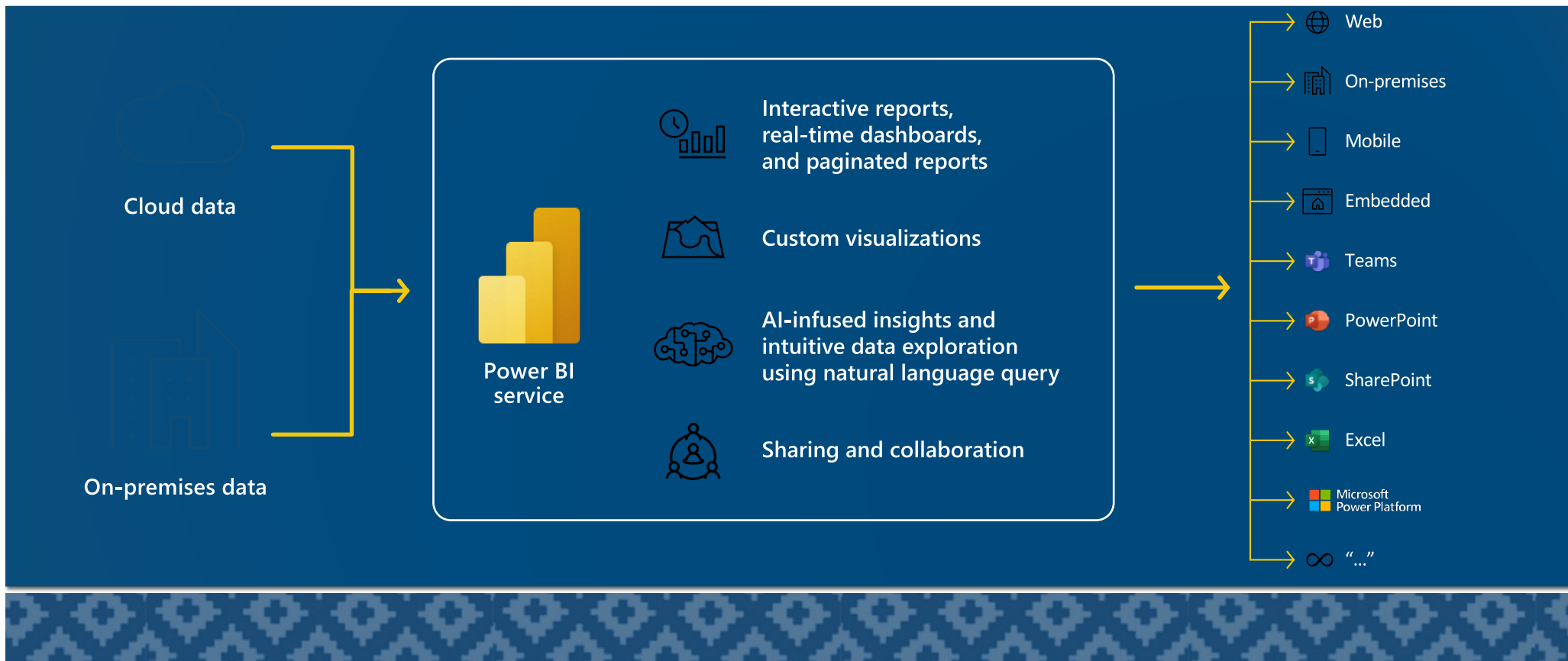
Power BI Embedded

Visual analytics embedded in your applications

Power BI Embedded



# Power BI: The bridge between data and decisions



# Power BI Desktop

101010  
010101  
101010

## Get data

Easily connect, clean, and mashup data



## Analyze

Build powerful models and flexible measures



## Visualize

Create stunning interactive reports



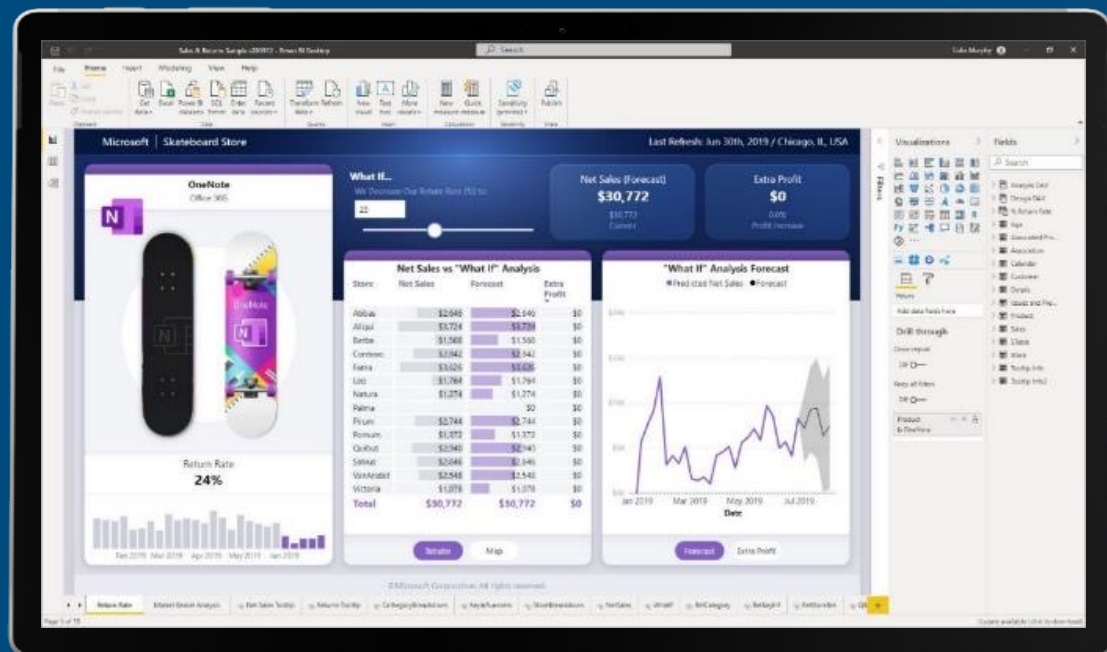
## Publish

Share insights with others



## Collaborate

Empower your organization with self-service analytics



Download free from [PowerBI.com](https://powerbi.com) or the Windows Store

# Power BI Report Builder

101010  
010101  
101010

## Get data

From Power BI, or cloud and on-prem sources



## Design

Create pixel-perfect report layouts



## Visualize

Use mature and rich data regions, ideal for data grid layouts



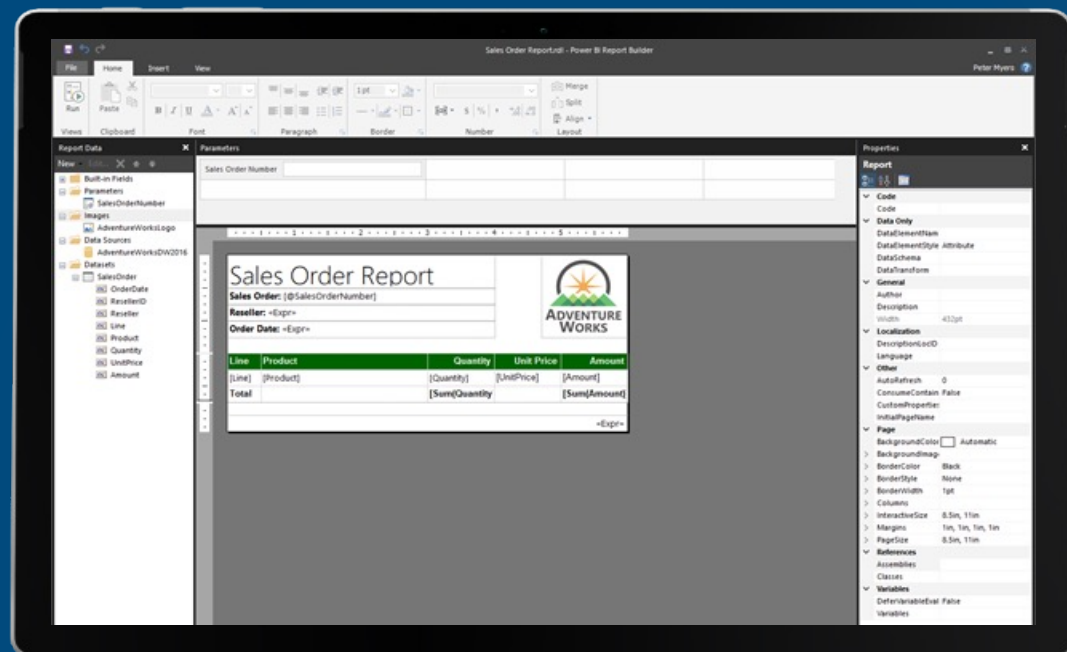
## Publish

Share insights with others



## Collaborate

Print or distribute multi-page report documents



Download free from [PowerBI.com](https://powerbi.com)



# Power BI Report Server



## On-premise reporting solution

Power BI reports and SSRS reports on-premises



## Connect to data

Over 100+ connectors. Data can be imported, queried or through live connections to SSAS



## Power BI reports

Fully interactive reports on-premises to visualize your data and gain insights



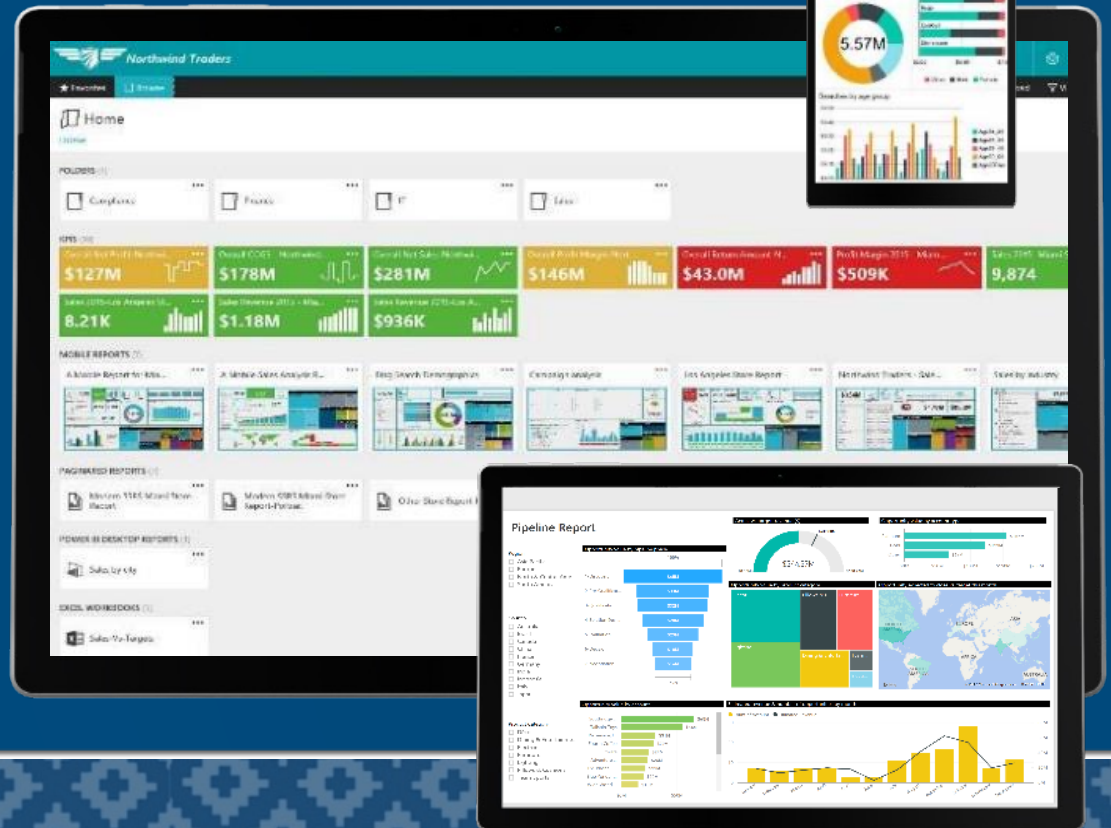
## SSRS reports

Precisely formatted operational reports



## Consume in multiple ways

Mobile Apps, Web Portal, Embedded in your organizational apps



# Power BI Service



Get started quickly



Secure, live connection to your data sources, on-premises and in the cloud



AI-infused insights and intuitive data exploration using natural language query



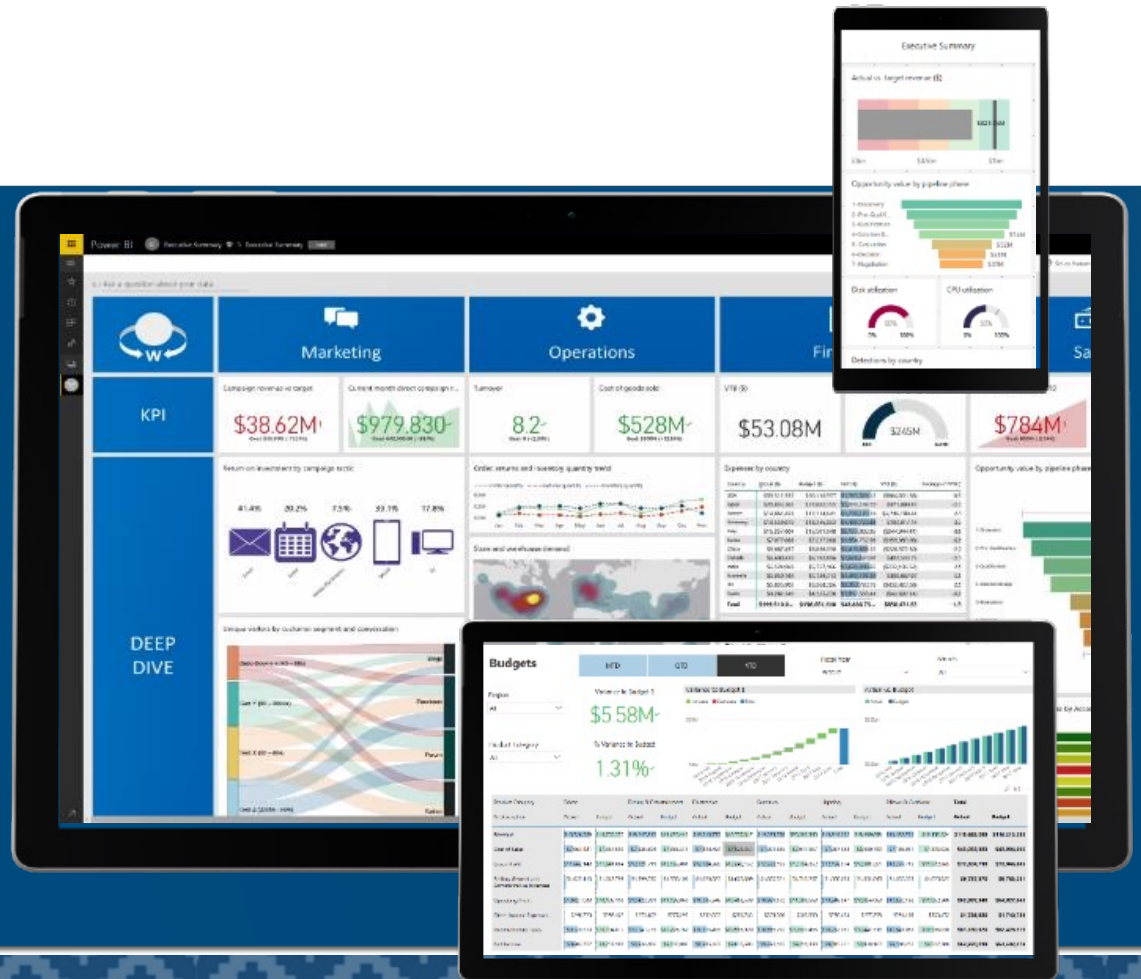
Pre-built dashboards and reports for popular SaaS solutions



Live, real-time dashboard updates



Deliver insights through other services such as Teams, SharePoint, Power Apps, Power Automate, and Power Virtual Agent



# Power BI Mobile

Power BI Mobile app is free



Monitor your critical business data – anywhere, anytime



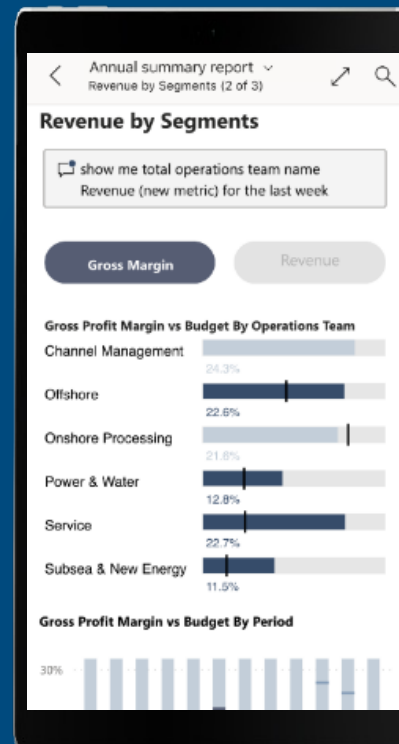
Discover new insights using mobile optimized views and features



Tap to explore, filter, cross highlight, bookmark, and zero-in on your data



Collaborate and share critical insights, in real-time



# Power BI Embedded



Spend time focusing on your product instead of building analytics features from scratch



Connect to countless data sources so that you can expose insights to your customers



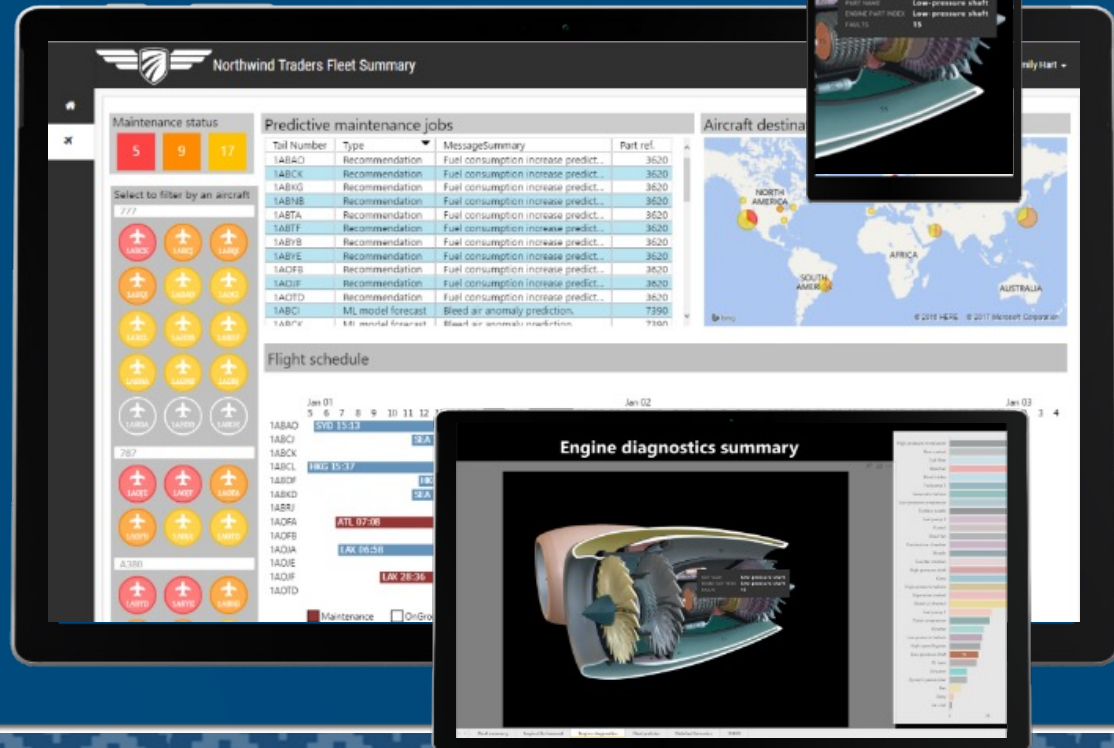
Choose the best way to visualize your data with out-of-the-box, certified, and custom-built visuals



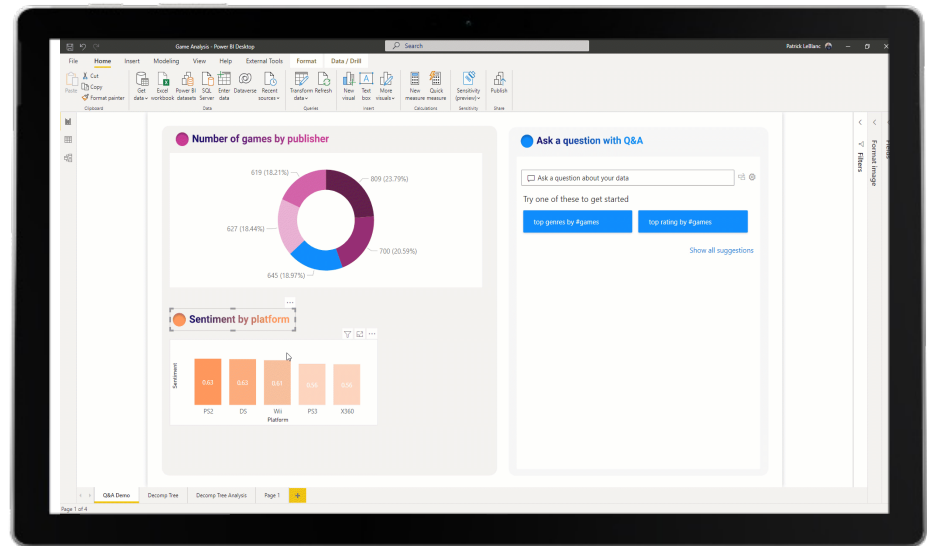
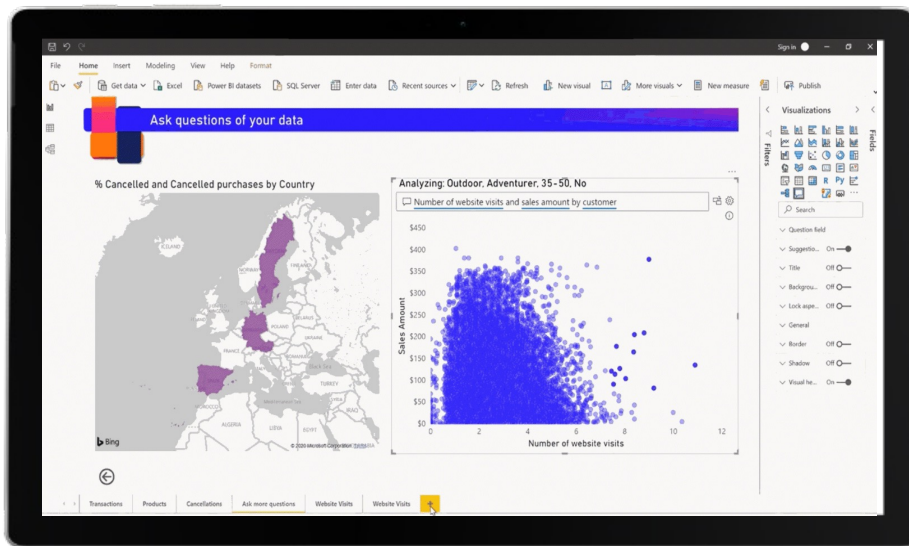
With visualizations optimized for desktop and mobile, your users can easily make decisions from anywhere



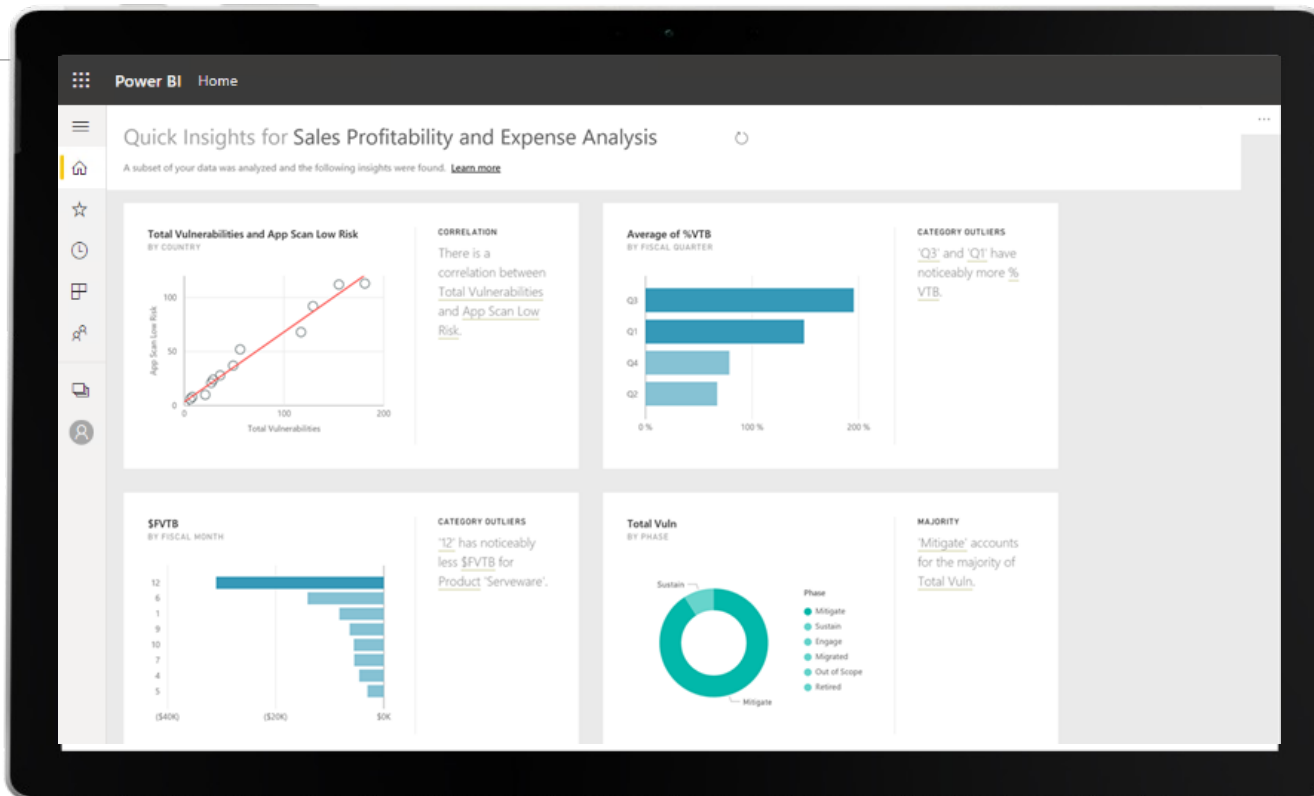
From preparing the development environment to deploying analytics in your application, make all of it simple and secure with Power BI Embedded APIs, SDKs, and wizards



# “PowerPoint for Data”



# Automatically discover insights from your data



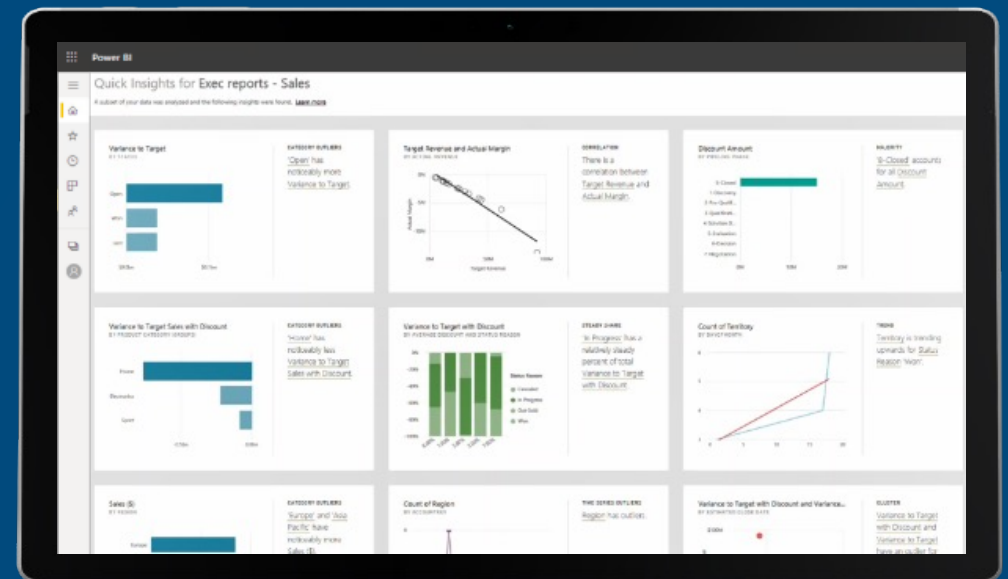
# Automatically generate data insights

Automatically generate visualizations based on your data

Build a dashboard quickly

Find insight in your data you may have missed

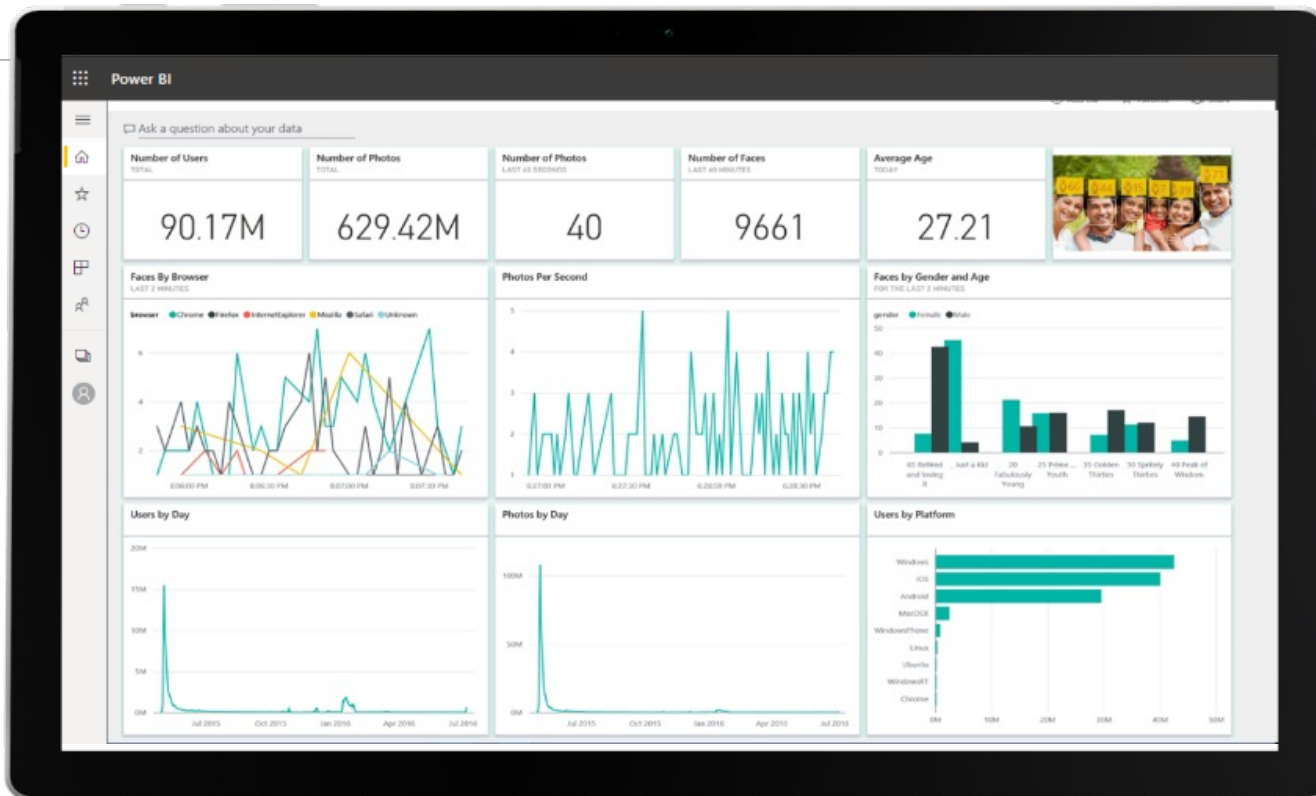
Built on a growing set of advanced algorithms



Quick insights

[See online for more details >](#)

# Run your business with dashboards that update in real time with Power BI





# Create dashboards for what matters most

Build dashboards to monitor your most important business metrics

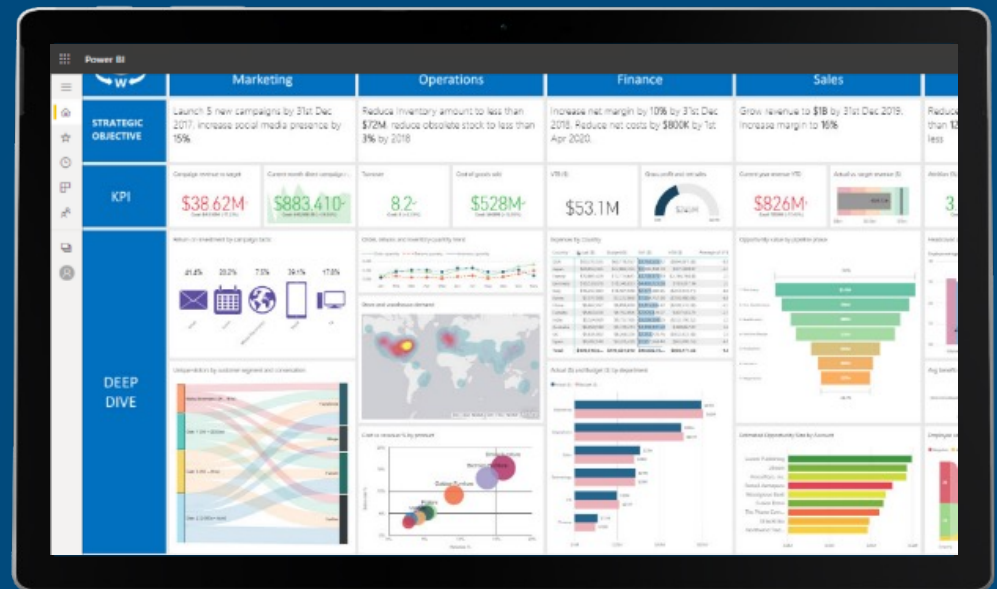
Combine on-premises and cloud data in a single pane of glass

Data is visualized as tiles that you can resize, move, rename, pin, delete, or add a hyperlink

Choose different views (Full Screen, Fit to Screen, In-Focus)

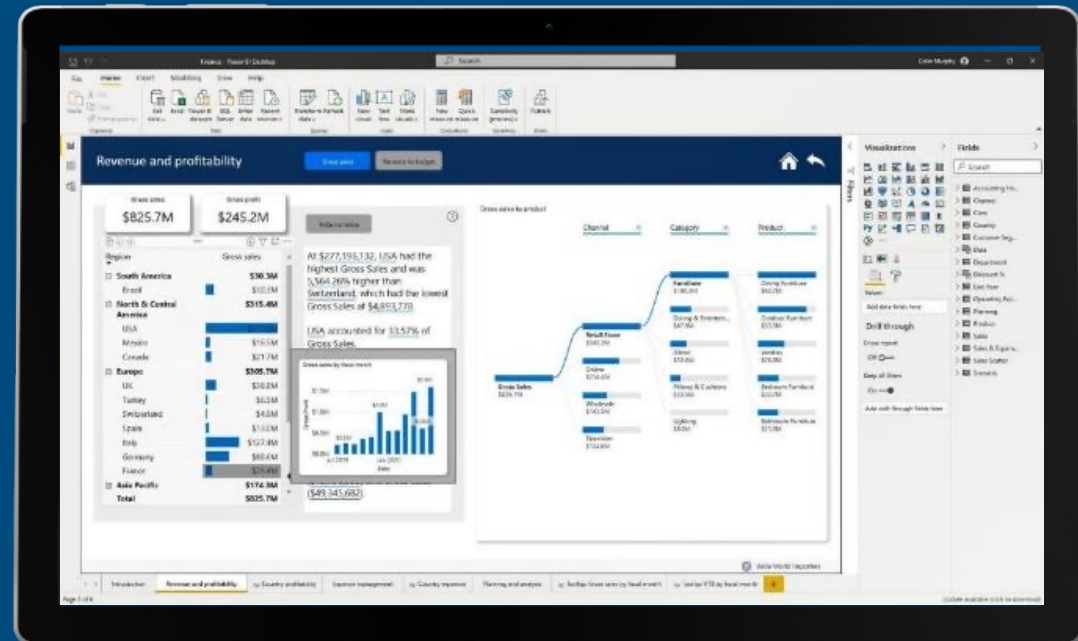
Set your featured and favorite dashboards for what you visit the most

Customize with images, videos, web code, text boxes and color schemes

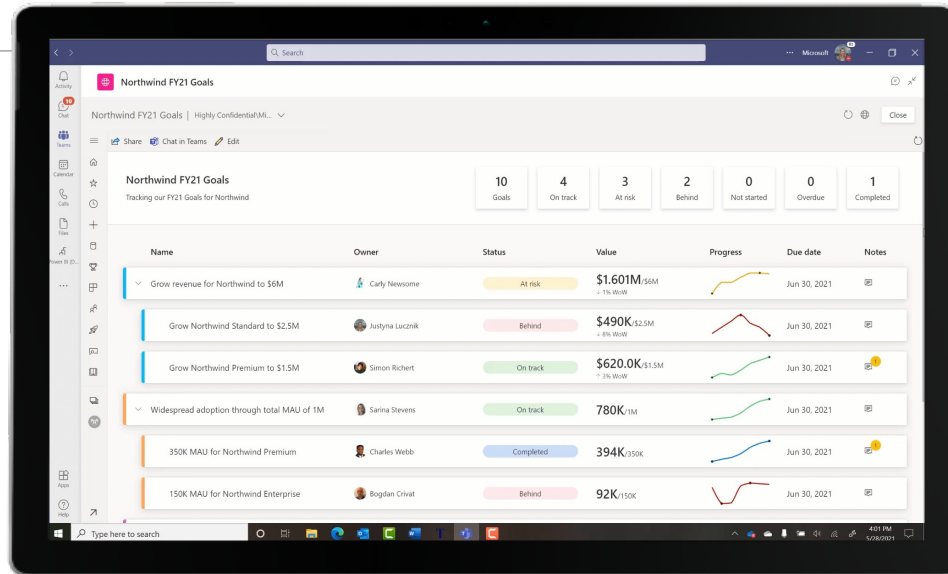


# Built-in intelligence to empower everyone

- 1 Quick measures for advanced calculations
- 2 Out-of-the-box forecasting and through custom visuals
- 3 Grouping, binning, and clustering
- 4 Built in integration for R and Python visualizations



# Metrics in Power BI



 Driven by data

 Built for teams

 AI powered

 Automated action

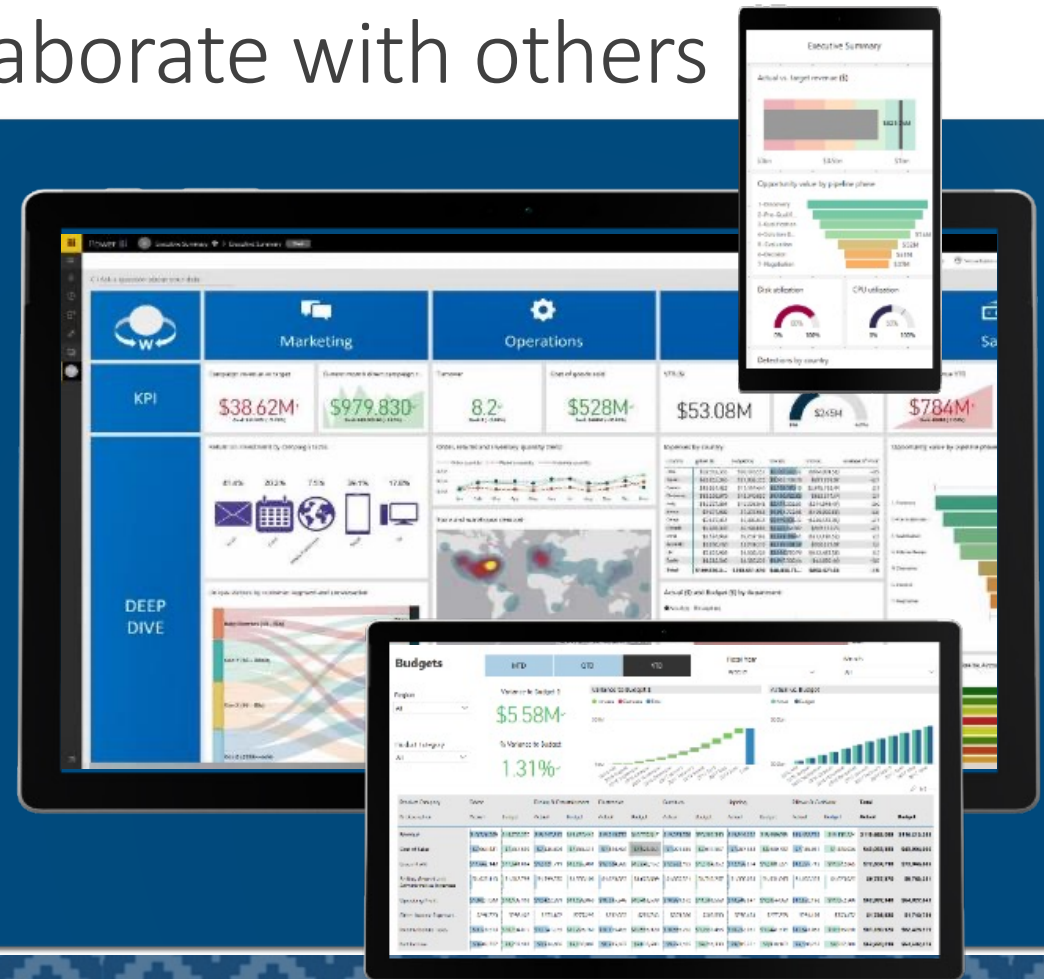
# Share your work and collaborate with others

Share reports and dashboards with colleagues and other users

Collaborate in a workspace with granular membership control

Extend collaboration using an app and publish it to individuals, teams, or your whole organization

Personalize your collaboration by embedding visuals into your own applications



# Deliver insights through



Excel



Visio



Teams



SharePoint



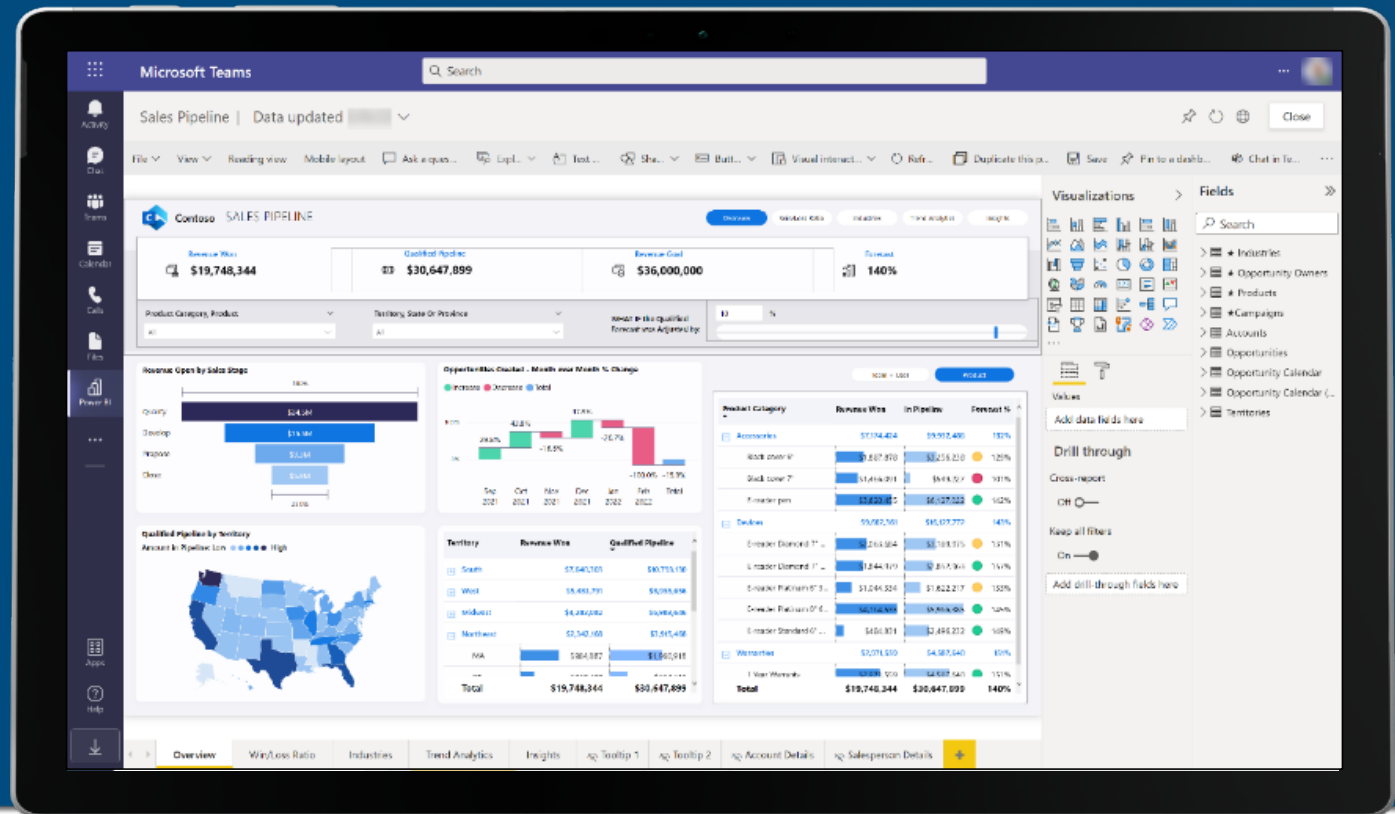
Power Apps



Power Automate

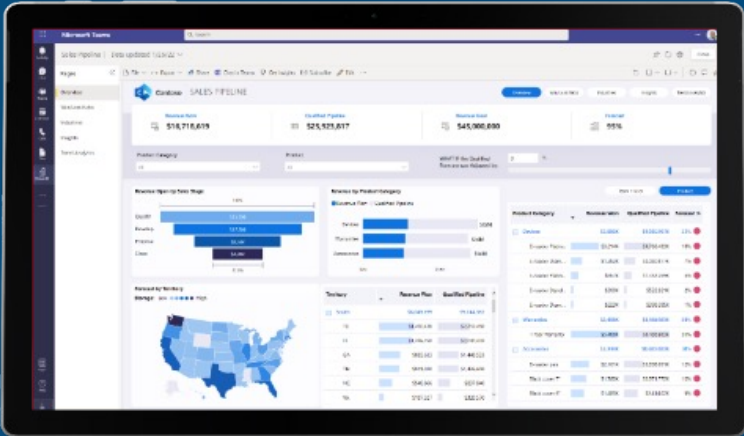


Power Virtual Agent



# Support hybrid data

## Live Power BI reports and dashboards



Cloud



Gateway Cloud Service

Data source connection credentials are encrypted



Live connection or scheduled refresh



Data source



On-premises Data Gateway

Data source connection credentials can only be decrypted by the gateway



SSAS tabular/  
multidimensional model



On-premises

# AI-powered analytics



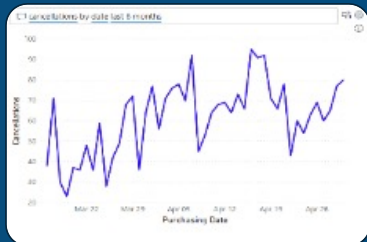
Information workers



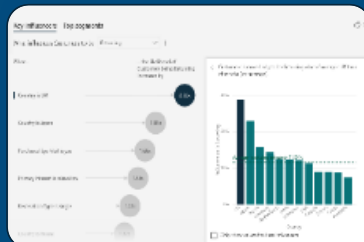
Business analysts



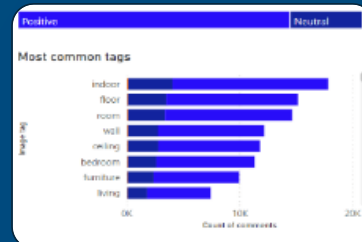
Data scientists



Q&A



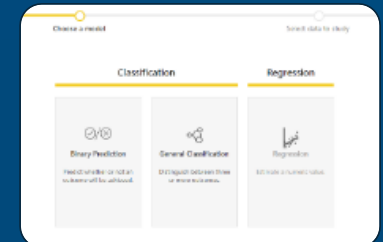
Key driver analysis



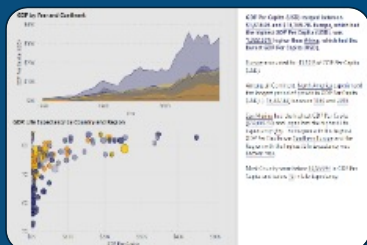
Key phrase extraction



Sentiment analysis



Create ML models



Smart narratives



Root cause analysis



Explore predictions



Python and R integration



Extend with Azure ML

# Taxonomy

## **Robotic Process Automation (RPA)**

Process automation that encompasses the use of an application's graphical user interface (GUI), in which a user records a series of steps/actions/tasks for the automation technology to then perform as a process by repeating directly in the GUI.

### **RPA robot or "bot"**

A GUI-based process running on a desktop or virtualized environment.

### **Attended bot**

- Triggered by an explicit user action on their workstation, i.e., a local or remote desktop.
- Must operate concurrently with the user on the same workstation.
- Can run more than one discrete process, but each process must be serialized to run sequentially.

### **Unattended bot**

- Runs autonomously without requiring user actuation.
- Can be deployed on a local, remote desktop, or other virtualized environment.
- Can run more than one discrete process, but each process must be serialized to run sequentially.
- Concurrent instances of a singular process require an additional unattended bot for each instance.

## **Digital Process Automation (DPA)**

Digital Process Automation (DPA) is API-based automation in Power Automate that empowers citizen developers to build powerful automation across 370+ native connectors through no-code APIs. This enables streamlining and optimization of systems across people, processes, and technology to put focus on outcomes.

### **Desktop flow**

A feature in Power Automate targeting the RPA market by enabling legacy apps to be automated via GUI vs API. Processes executed via desktop flows can be contained within a broader API-based automation scenario or exist standalone.

### **Dataverse**

- Dataverse enables the user to store and manage data used by business applications.
- Dataverse for Teams, built atop the Dataverse, delivers a built-in low code data platform for Microsoft Teams providing relational data storage, rich data types, enterprise grade governance, and one-click solution deployment.
- Dataverse is designed to be used in any application (not just Teams) and includes additional security features such as auditing, sharing, field level and hierarchical security. For a detailed comparison on Dataverse for Teams and Dataverse capabilities, please refer to the public documentation [here](#).



# Power Platform Licensing Resources



