

# Digital Transformation with the Microsoft Cloud

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1971



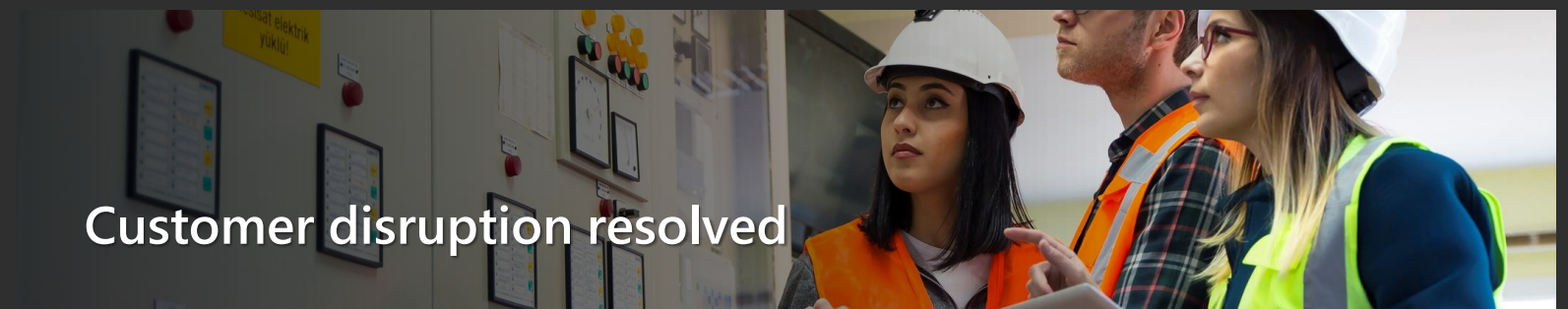
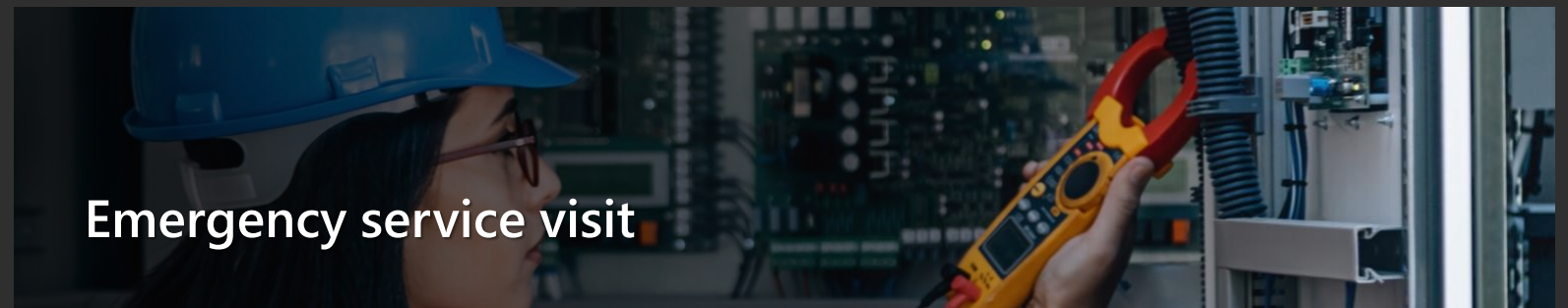
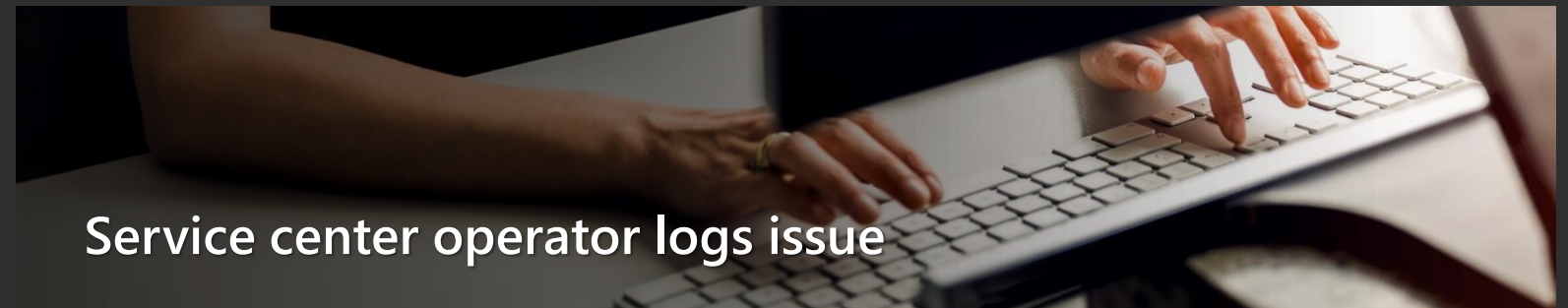
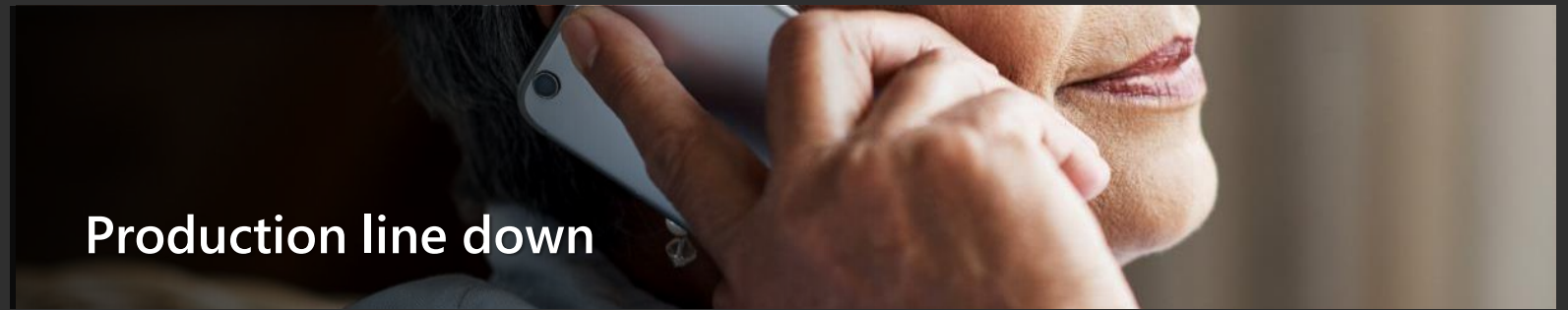
1992



2015



# Reactive







Due for maintenance  
01/14/2020

Metal to wear down in this part. Replacement backordered and to be shipped by 01/04. Detrimental to system if not applied immediately.

76%

Running at 98% capacity  
Automated system engaged  
24-hour motor function





EXIT

\$39

TAKE AN  
ADDITIONAL  
20%  
OFF  
YOUR PURCHASE

RECEIVE  
20%  
OFF  
YOUR  
PURCHASE

\$199

TAKE AN  
ADDITIONAL  
20%  
OFF  
YOUR PURCHASE

Customer data  
recorded and applied

40

Smart device  
applies all sales available  
to items collected





Exhaustion system error reported to manager for further inspection

Intake fins cambered for proper induction

Compressor system functioning at full capacity  
Combustion system functioning at full capacity  
Error detected in exhaustion system

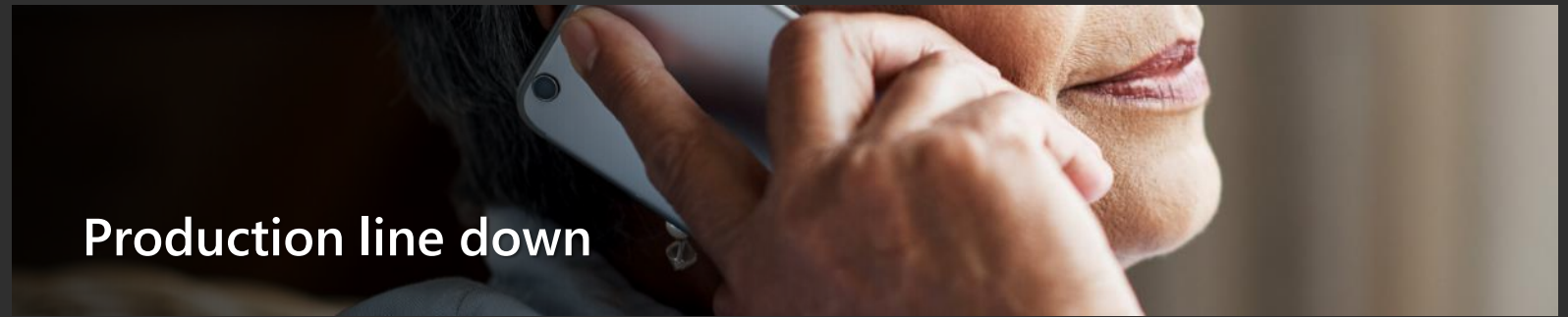
TURBINE SPEED  
45%  
64%

Calibrating torque rod arm at 8.5 inches

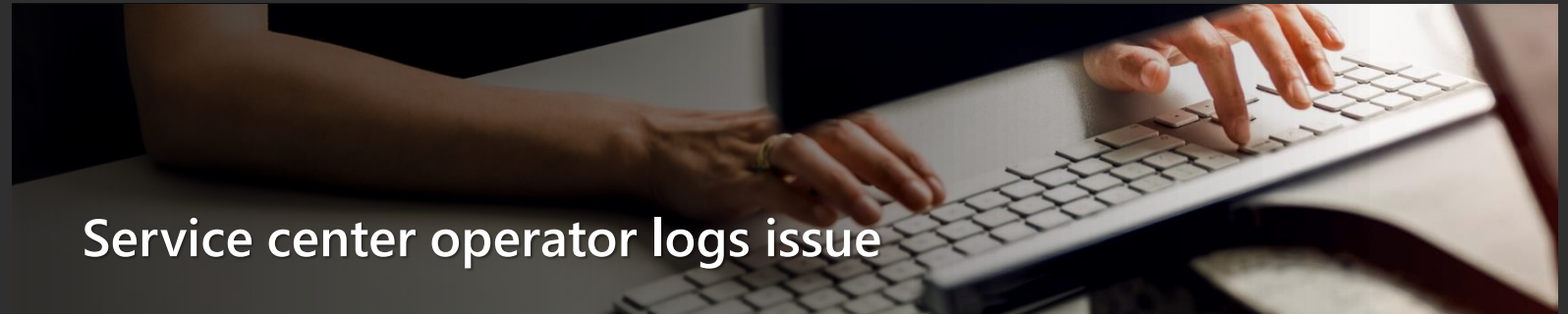
INITIATE CALIBRATION  
SENSOR 5-SEC  
INITIATE CALIBRATION



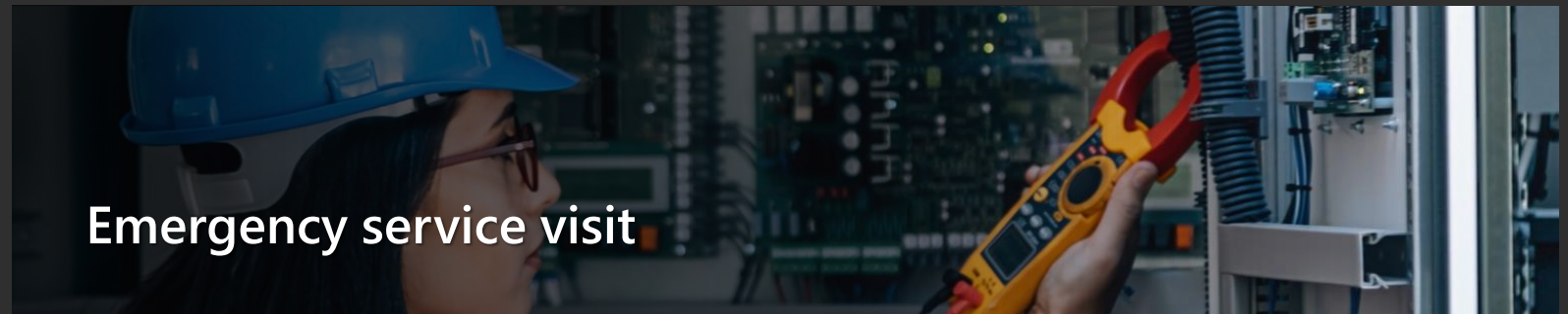
# Reactive



Production line down



Service center operator logs issue



Emergency service visit



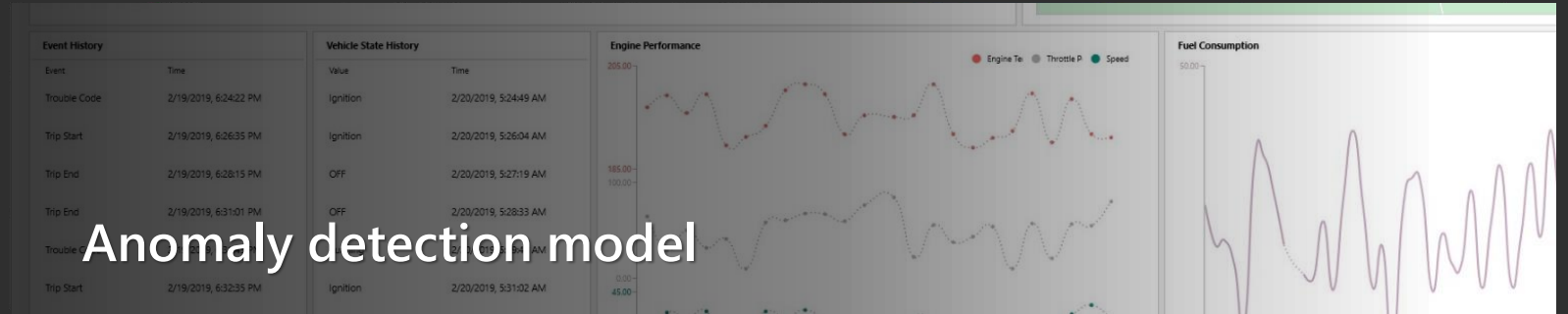
Customer disruption resolved



# Proactive



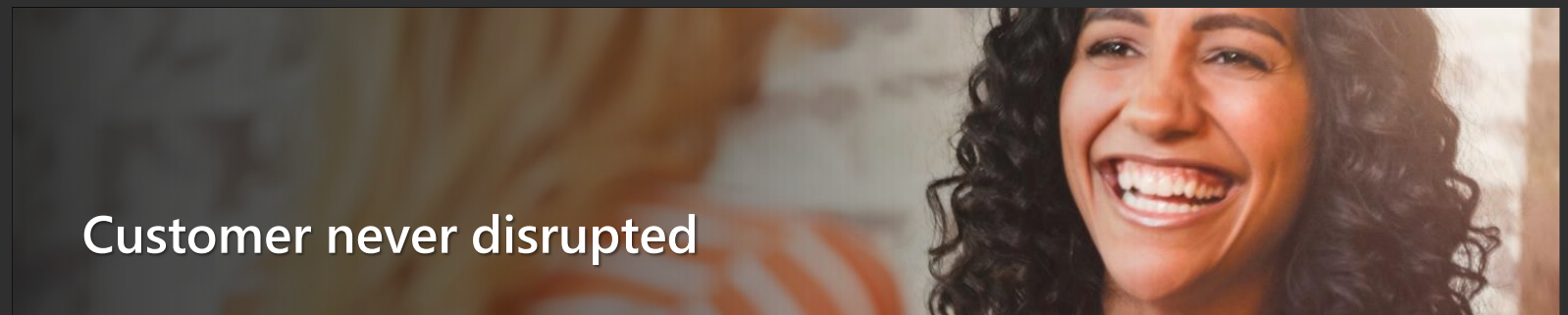
Data



Anomaly detection model



Proactive maintenance visit



Customer never disrupted



Engage  
customers



Empower  
people



Transform  
products

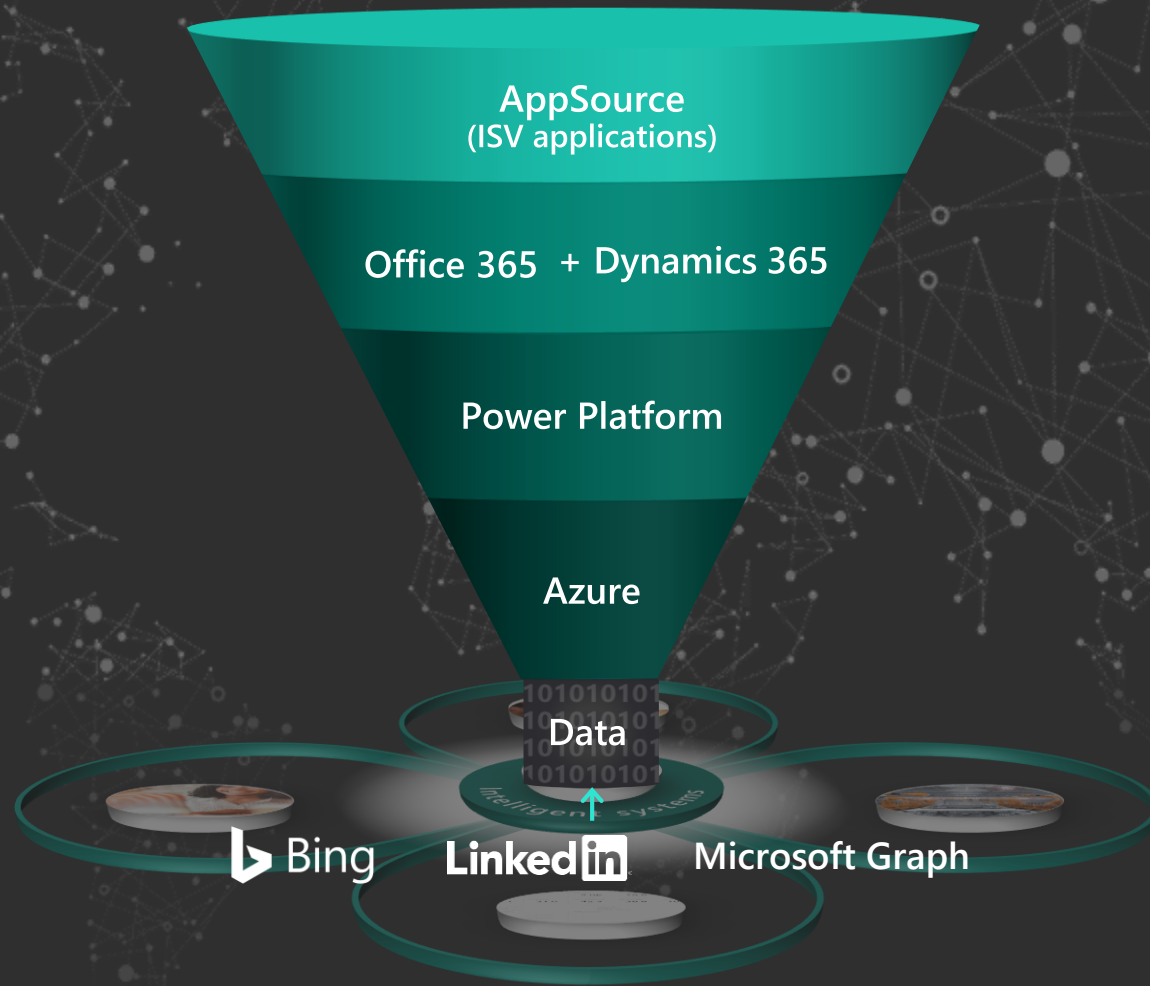


Optimize  
operations





# Digital feedback loop



"Microsoft 365, Dynamics 365, and the **Power Platform** on top of what we're doing with Azure is the core of what we are doing as a company vis-à-vis I would say our commercial customers – businesses of all sizes, whether it's small business, large business, whether it's in an emerging market or in a developed market."

*--Satya Nadella*



# “We need to go faster”

IT application development is gravitating towards **low-code and high-productivity** application platforms to minimize cost and support rapidly changing business needs.

# “We already have the data”

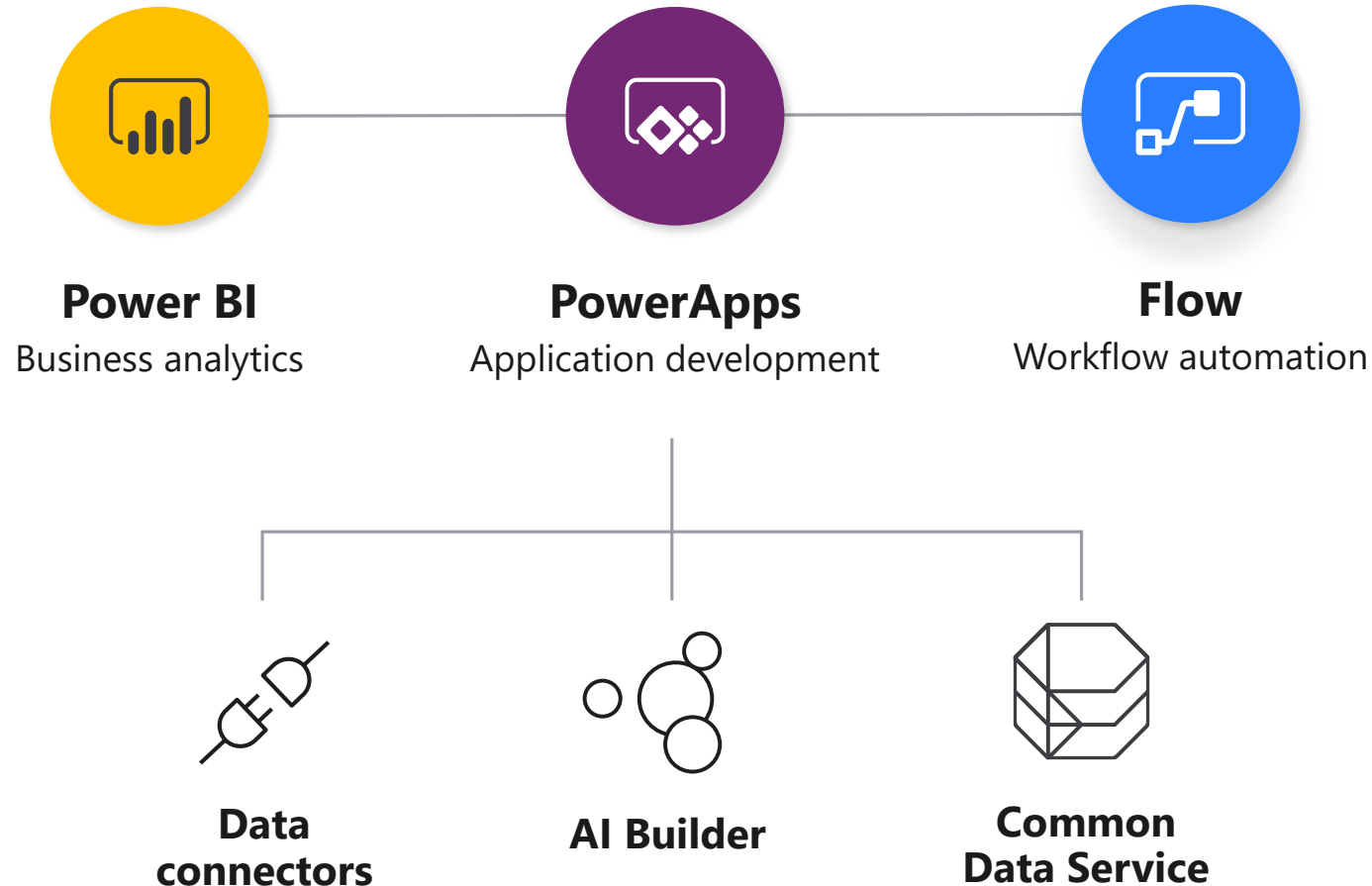
Essential part of these high-productivity application platforms is that they **natively integrate with existing business data** – e.g., CRM or ERP systems and existing business process applications.



# Microsoft Power Platform

One low-code platform that spans Office 365, Dynamics 365, and standalone applications

**Analyze. Act. Automate.**



# Power Platform at a glance

## Analyze your data

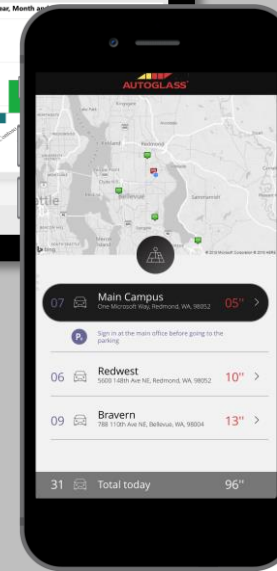
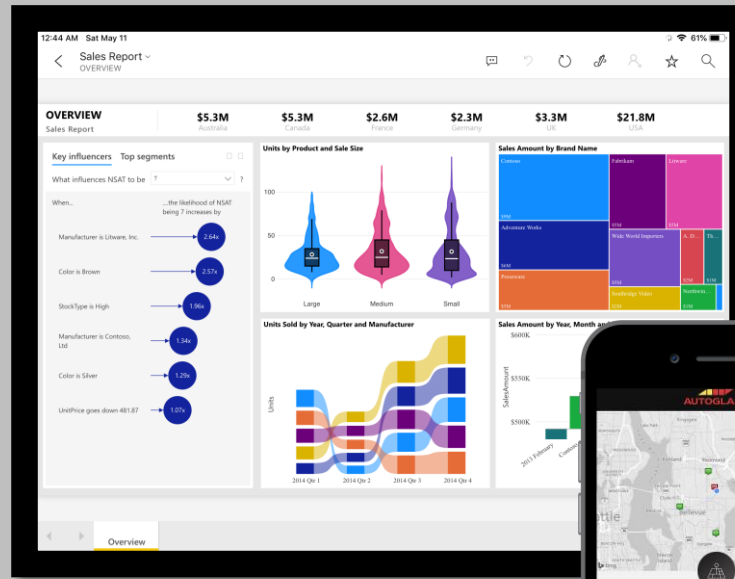
Gain insights to act on your data by highlighting key business problems to solve and determine a plan to evaluate insights post deployment.

## Act on your data

Build apps to solve for key business pain points on CDS and use connectors to Azure, Dynamics 365, Office 365, and 270+ other systems. Leverage AI Builder for automation and extend them to external audiences via PowerApps Portals.

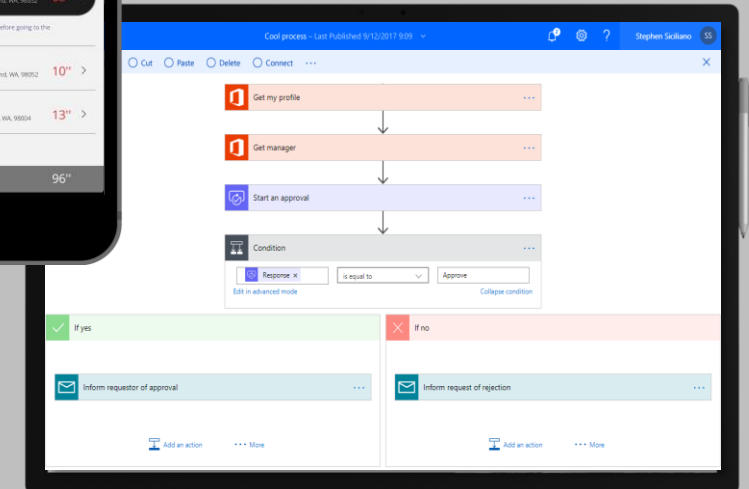
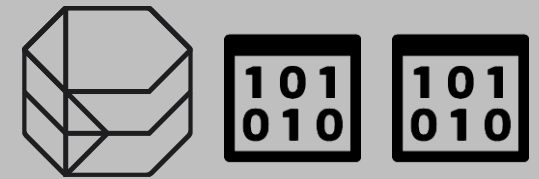
## Automate your data

Create workflows that infuse desktop and AI automation to remove manual workflows and allow for productivity like never before.

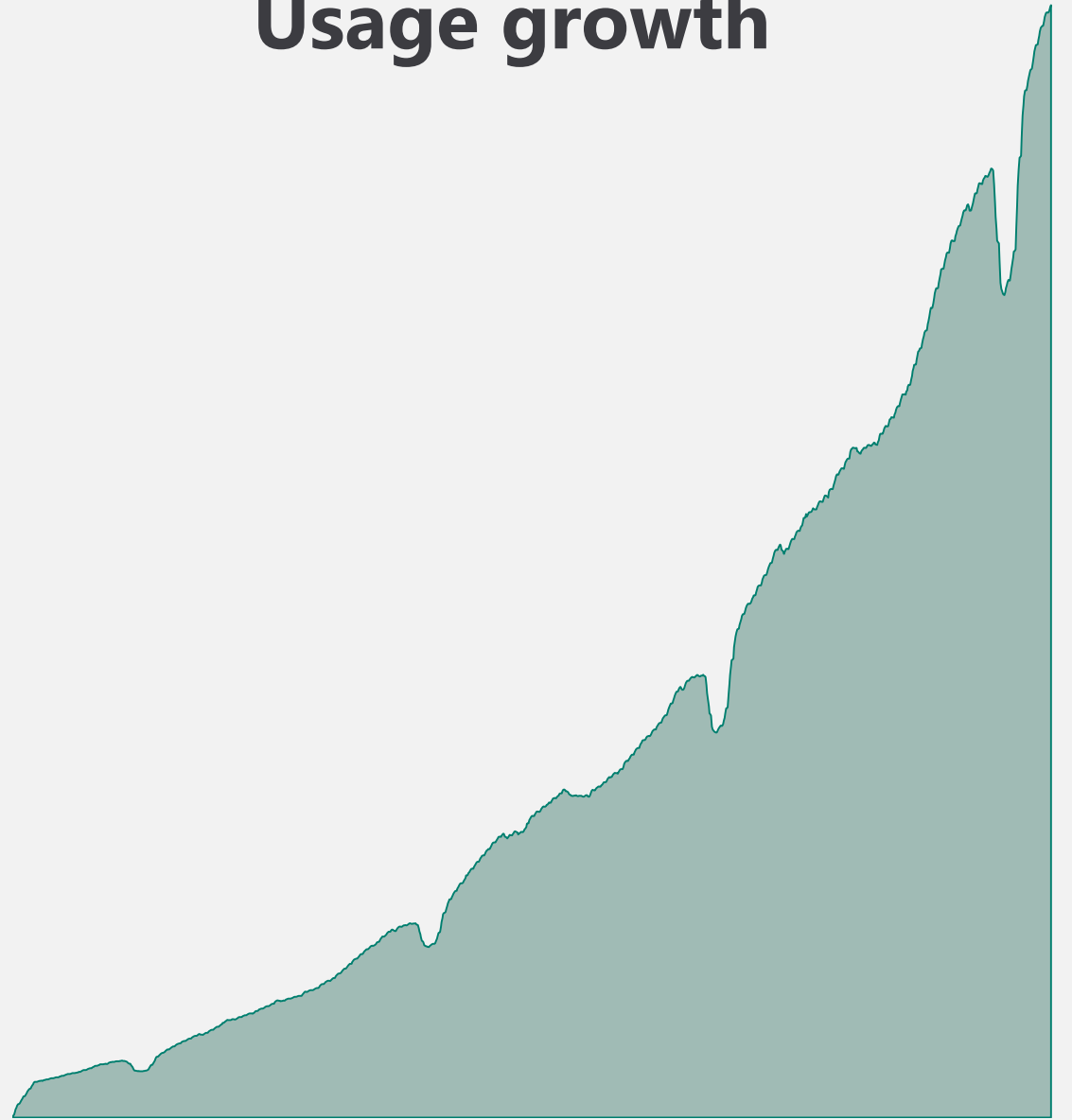


## Start with your data

Leverage CDS to unlock siloed systems like SAP and CRM systems. Consolidate processes and use the new data to kickstart your digital transformation.



## Usage growth

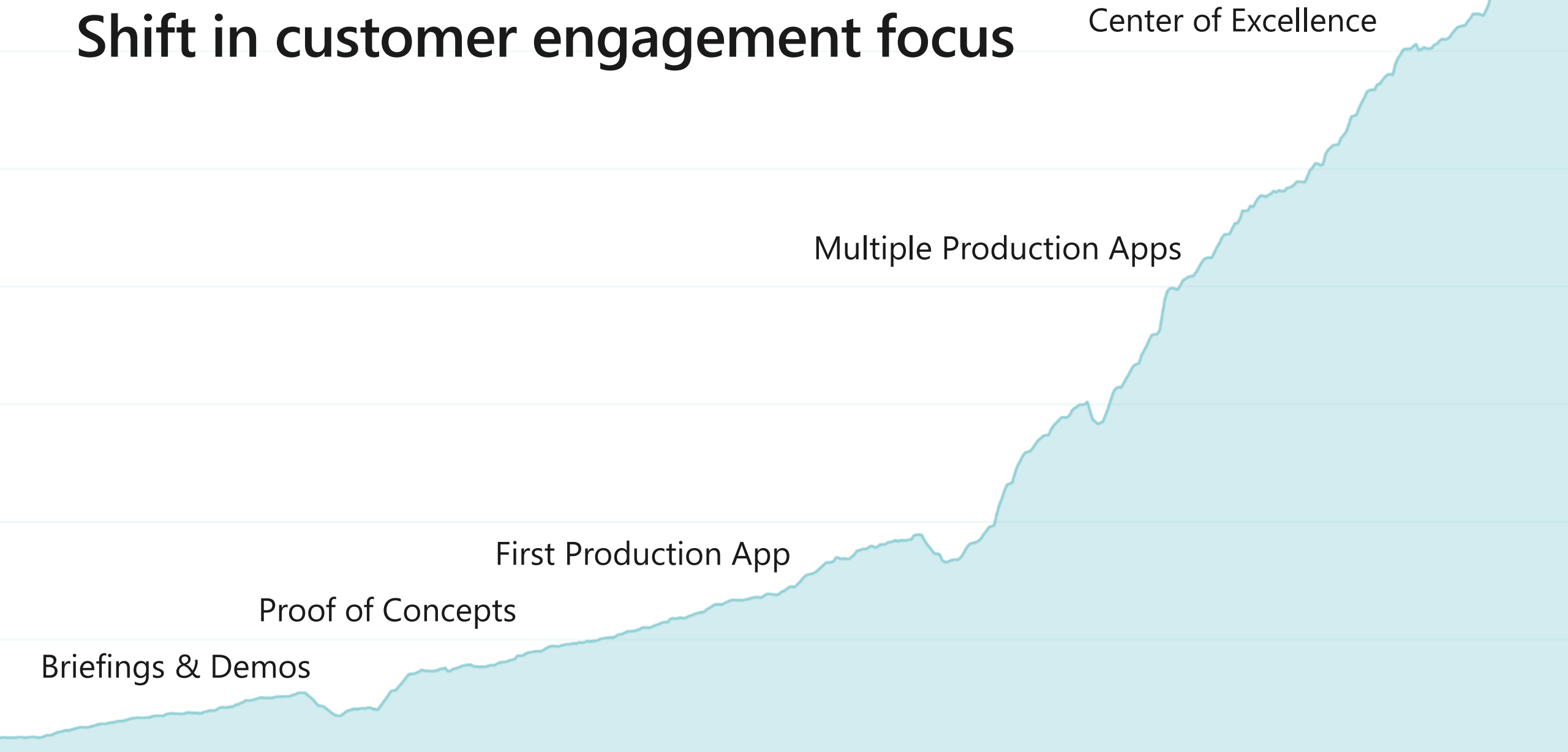


Power BI  
**EXPLOSIVE GROWTH  
& SCALE**



# PowerApps – Explosive growth

## Shift in customer engagement focus



# Who is building solutions with the PowerApps?

## 1. Citizen developer enablement

Lower barrier of entry for app development

Power users in business units close to the problem building solutions for their teams

Often with IT oversight or in an approved sandbox



## 2. Pro-dev / IT productivity

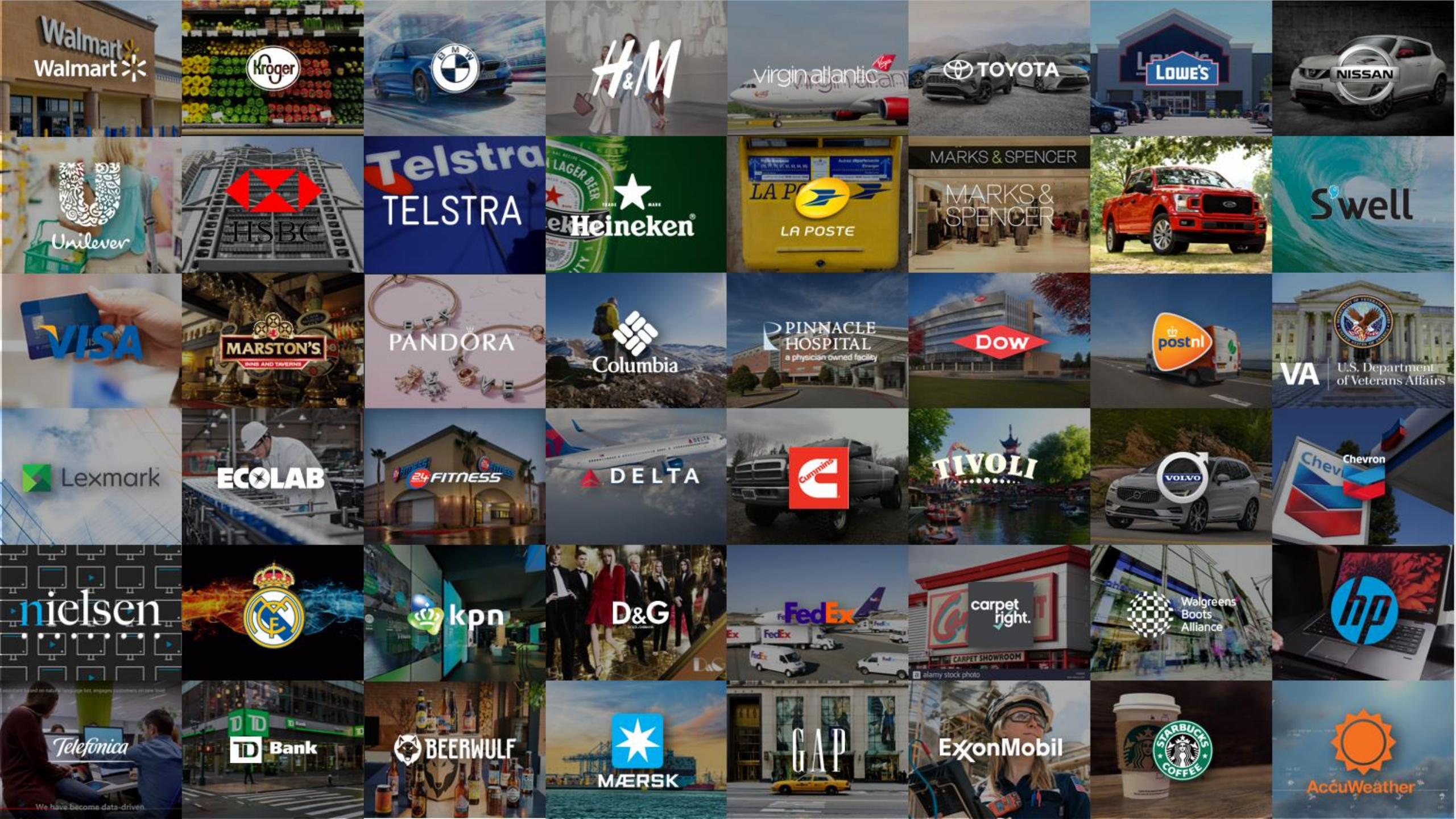
Enables high productivity app development

Reduces time to develop and deploy

Centrally managed and rolled out









# **Customer examples using Power Platform**

Schlumberger

Virgin Atlantic

SBB





# Schlumberger

# Schlumberger



**Alan Chai**

Head of Digital Transformation



**Ladd Laird**

Director, Mobility Studio

Microsoft Business  
Applications Summit

# Who is Schlumberger?

World's leading provider of technology for **reservoir characterization, drilling, production, and processing** to the oil and gas industry





\* Activity

Event Items

\* Activity Date

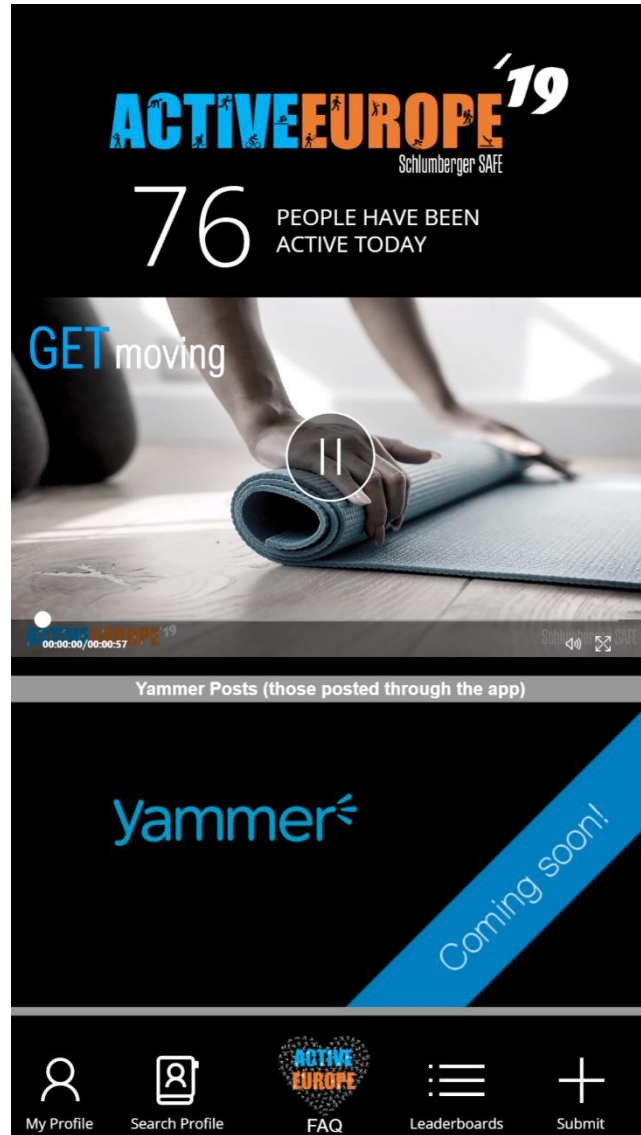
31/12/2005

Combined Total	# of
Distance (Kms)	Participants

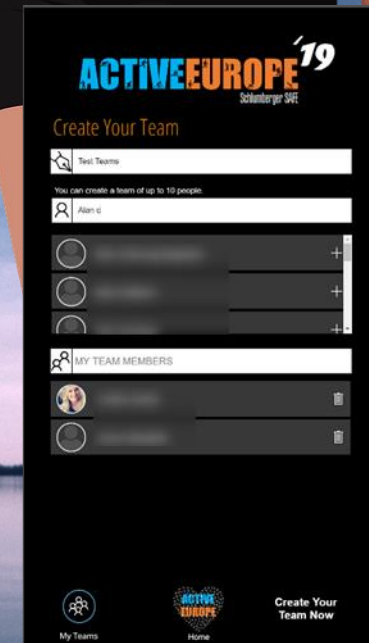
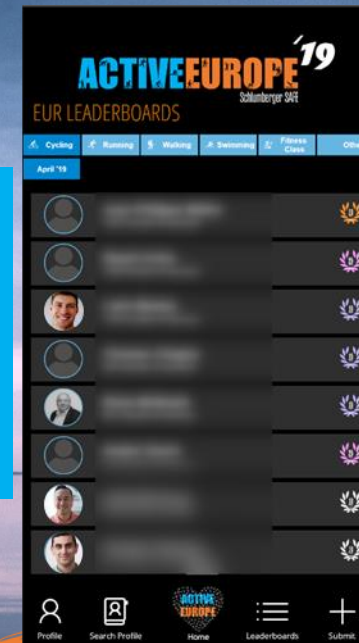
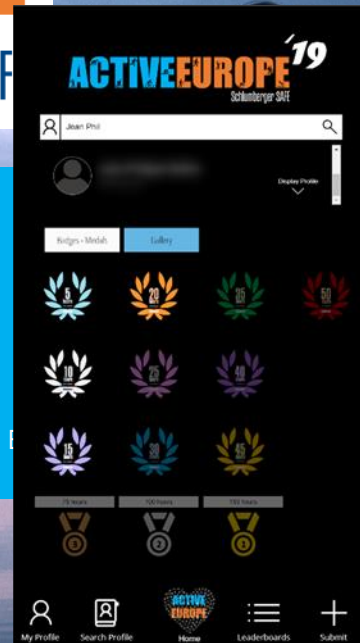
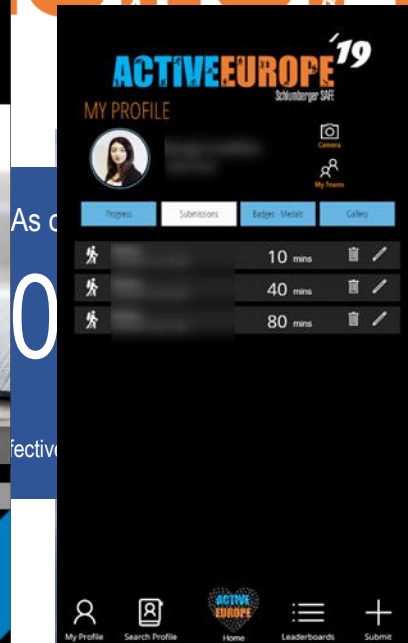




# How did we get started



# EUROPE

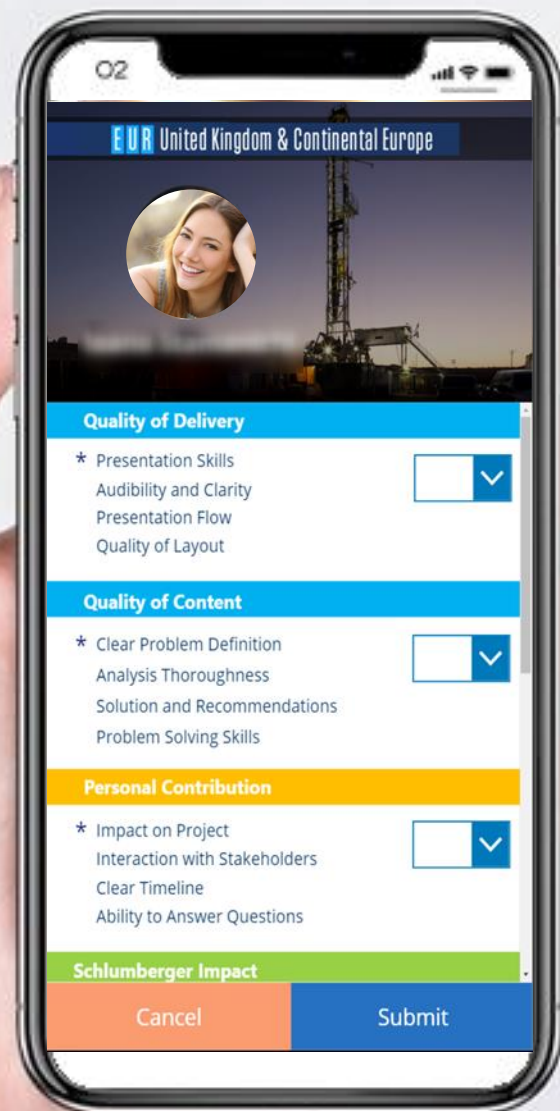


... *Get Active!*

1970-2018



# Schlumberger Europe Apps



Citizen Developers

120+

Across 32 countries

Average App  
Built-Time

2 hours

Total number of Production  
Business Apps

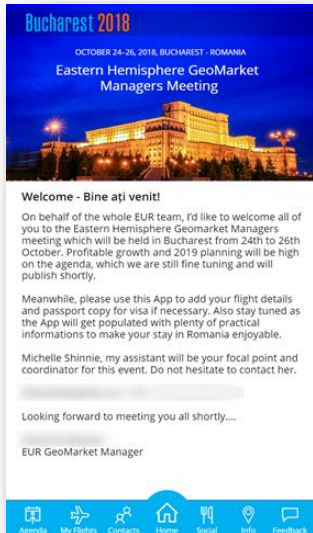
50+

In Europe

Time to train up a  
Citizen Developer

1~2 week

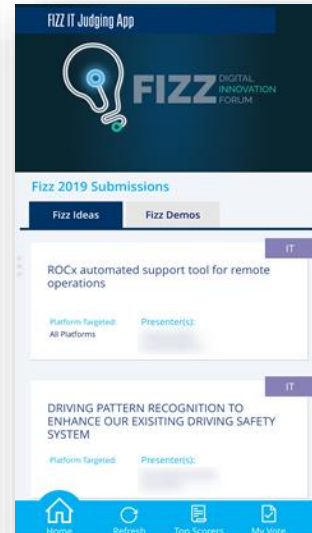
# Schlumberger Europe Apps



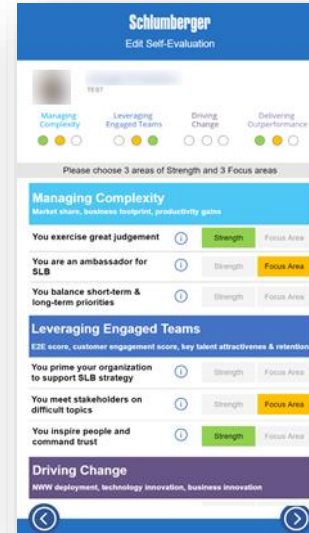
Event Portal



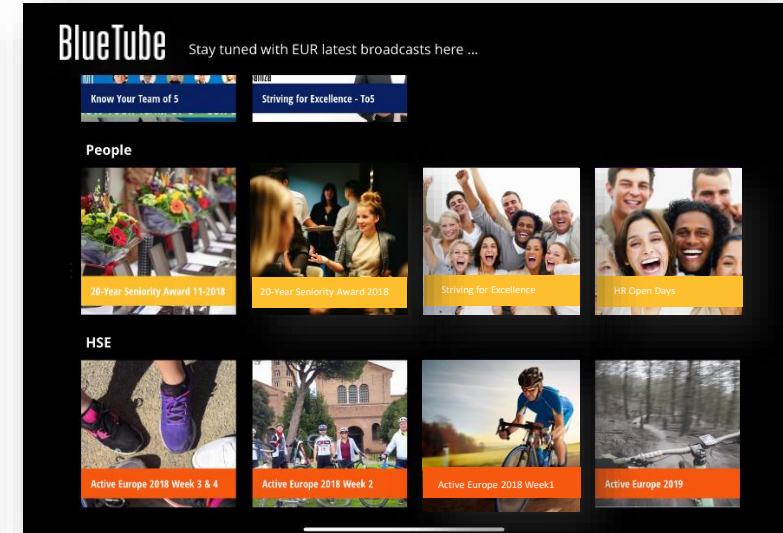
Workshop Feedback



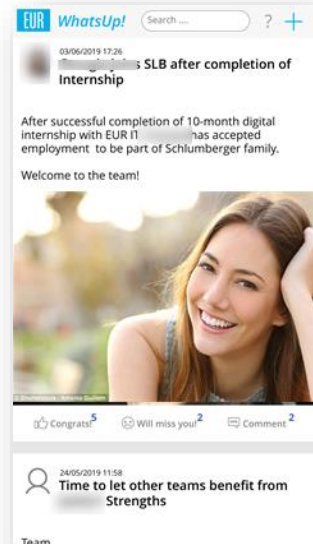
Rating App



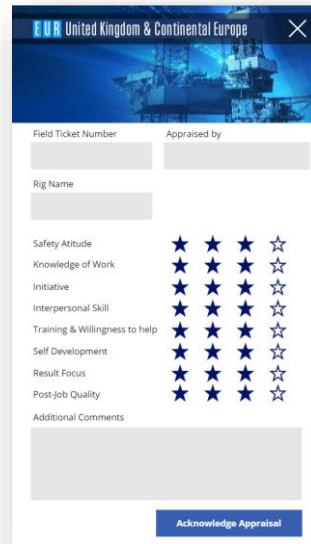
CEO-1 Appraisal



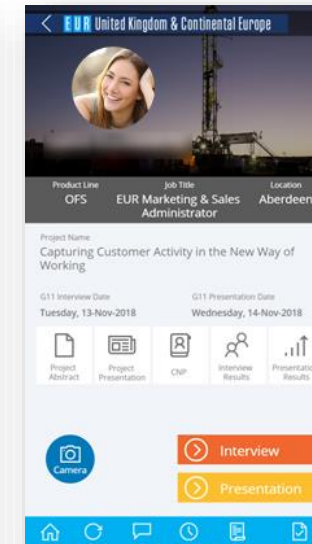
Video On Demand Portal



People Announcement



Operators Appraisal



Career Fixed Step



Event Management



Legal Operations Guidelines - eBook

**Schlumberger**



## Oil Prices



Schlumberger



# Digital Transformation



*"The future is digital, the future is ours!"*

Olivier Le Peuch, Schlumberger COO

Schlumberger



# Digital Strategy – The 5 Layers of Execution



	Build Time	Lifetime	
 Self-service	1-2 weeks	6-12 months	Decentralized IT
 Digital <b>Cells</b>	3-6 months	6-24 months	
 Digital <b>Studios</b>	3-6 months	6–24 months	Centralized IT
 Digital <b>Products</b>	1-2 years	5-7 years	
	7 years	10-15 years	

## Hackathon Summary



**30+**  
Countries



**400+**  
Participants



**106**  
Teams



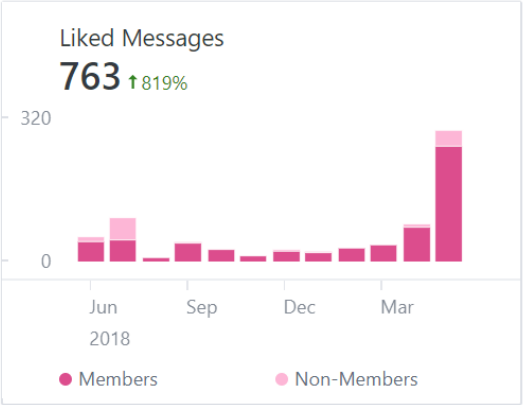
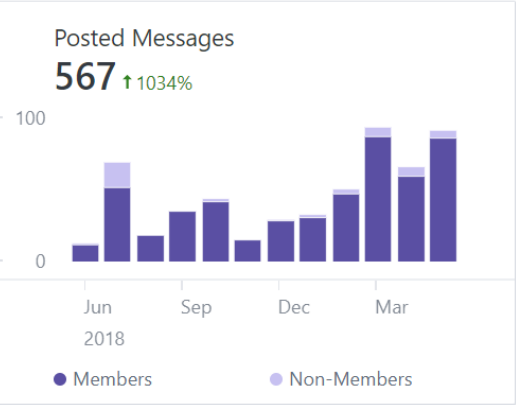
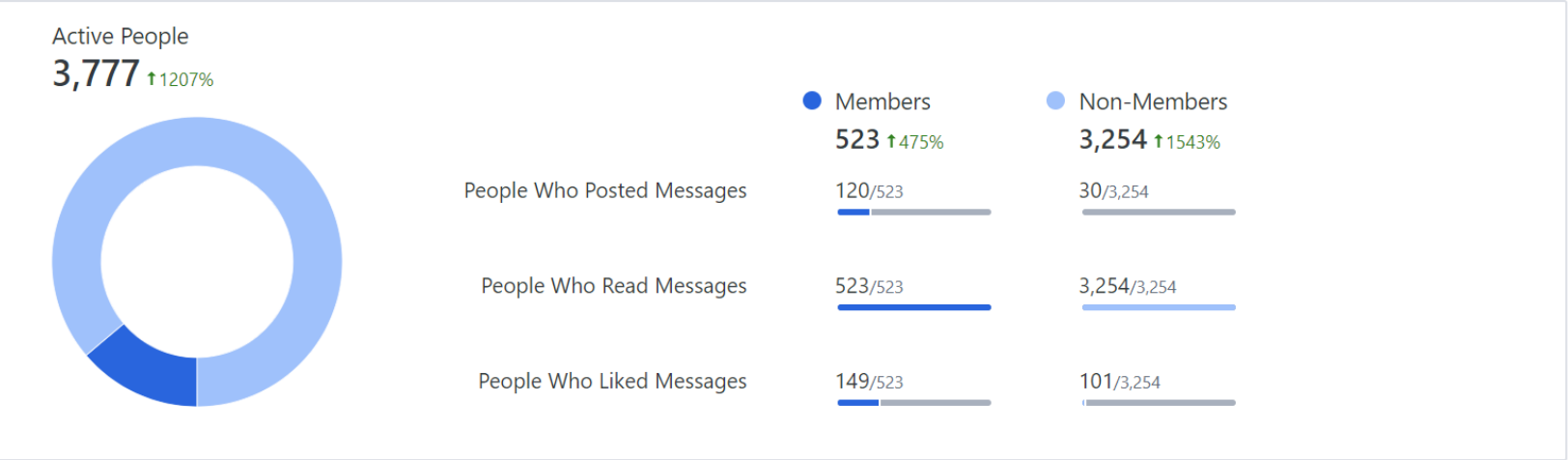
**61**  
Apps



**29**  
Mentors

# Creating a PowerApps Community

Last 12 Months ▾ PowerApps Group





# SLB PowerApps Today



10,000  
Monthly Active Users (MAU)



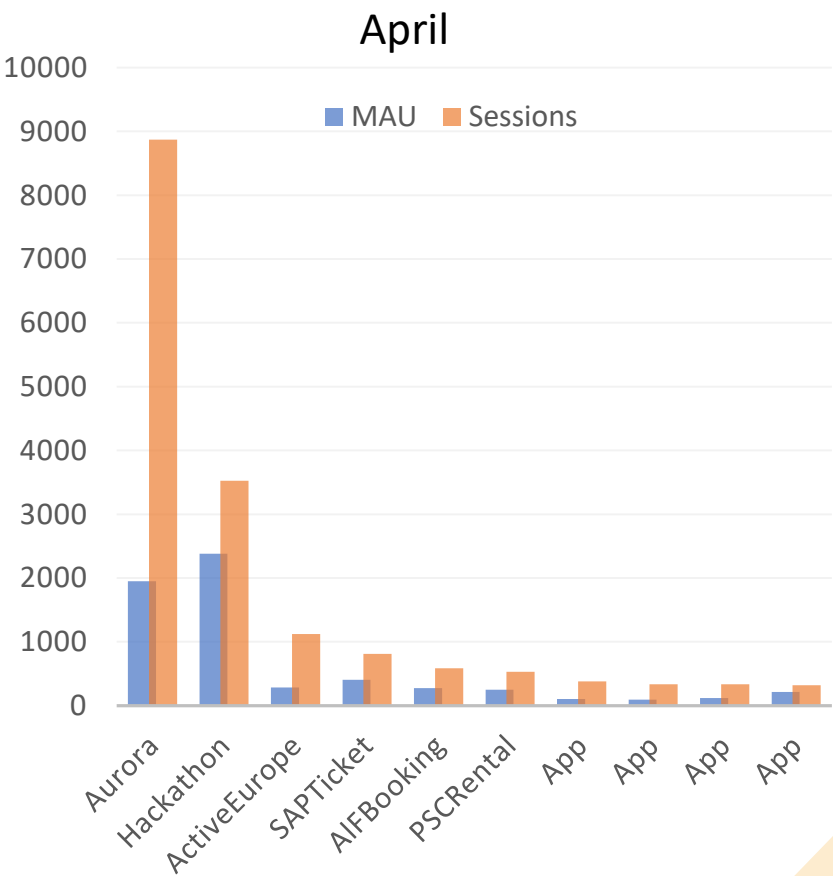
1300  
Apps (300 production)



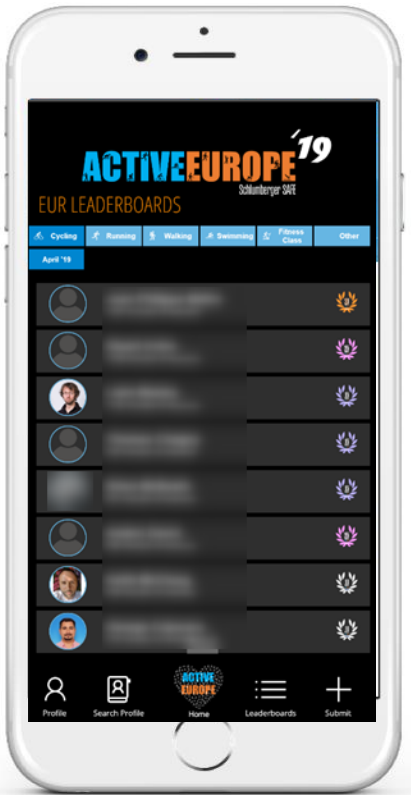
400  
Creators



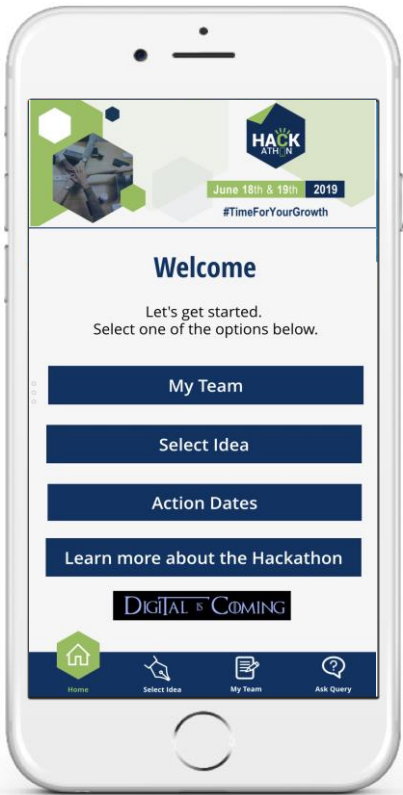
86  
Countries



# SLB PowerApps Today



1100 MAU



3500 MAU

## Create SAP Ticket

If you are opening this request for SOMEONE ELSE, please insert THEIR SLB Alias:

REQUIRED ONLY IF OPENING ON BEHALF OF SOMEONE ELSE

800 MAU

\*Issue is related to

REQUIRED

\*Product

REQUIRED

\*ITT Release

REQUIRED

\*Short Description

EXAMPLE

\*Details of the issue

EXAMPLE

TCode / R

ENTER IF

Impact

NOT RE

Urgency

NOT RE

Attachment

Choose

Back

Schlumberger

Rooms Booking Count

600 MAU

AI Forsan Booking System

Filter By Product Line

Start Day



Ladd Laird

Mobility Solutions Leader

Product Line/Function: IT

Country of Assignment: US

Recognition Credit Balance:

990/1000

Current Quarter AURORA

Points:100

Annual AURORA Points:210

HR Calendar

Life Event - eCards

Feedback

Help

Leaderboards

Recognition

Question of The Day

Knowledge

HSE Training

Surveys

HSE Reporting

Recognition

Given 1

Received 0

HSE Training

Quest OTC 100%

Points Multiplier 1.1

Question of The Day

Points 0

Open 1

Surveys

Points 100

Knowledge

Points 0

Open 0

HSE Reports

This Year 20

This Quarter 20

9000 MAU

MAU = Monthly Active Users

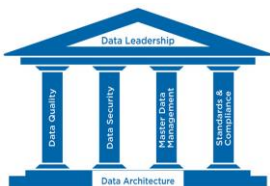
Schlumberger

# Creating Value Through a COE



## Community

Promote Awareness,  
self service, use cases, &  
business outcomes



## Governance

Environments, Master  
Data, Security, DLP,  
Architecture



## Self Service

Training, resources, best  
practices, reusable  
components



## Empowerment

On Demand UX, Dev,  
Support, Solution  
Architecture

COE = Center of Excellence



# Hackathon 2019

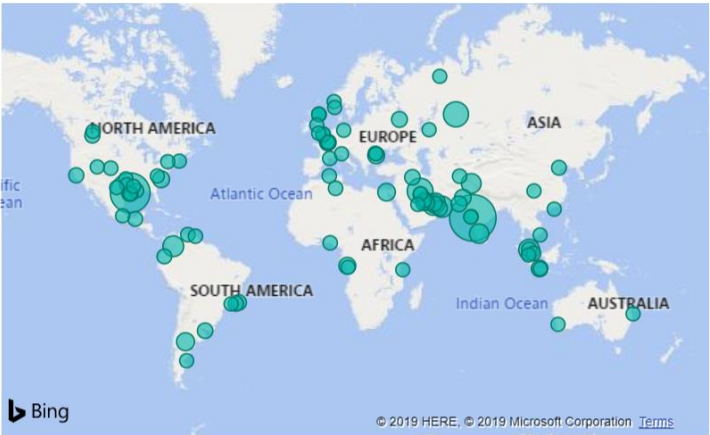
## PowerApps Hackathon'19

Schlumberger

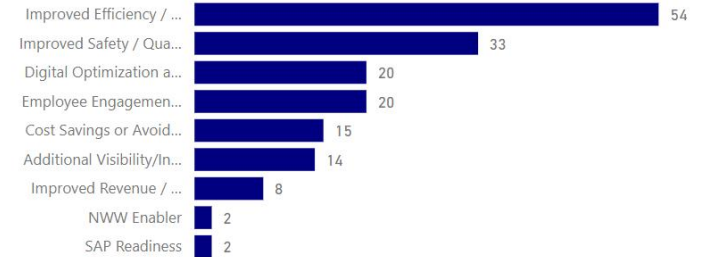
### PowerApps Nominations



Nominations by Location



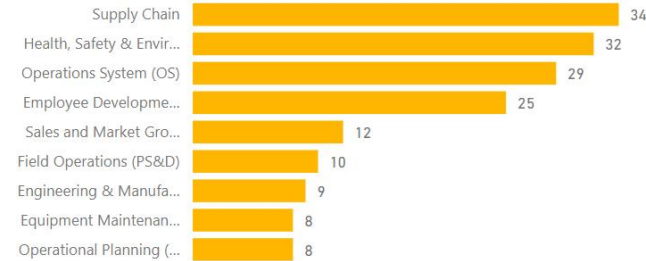
Ideas by Value



### LEADERBOARD

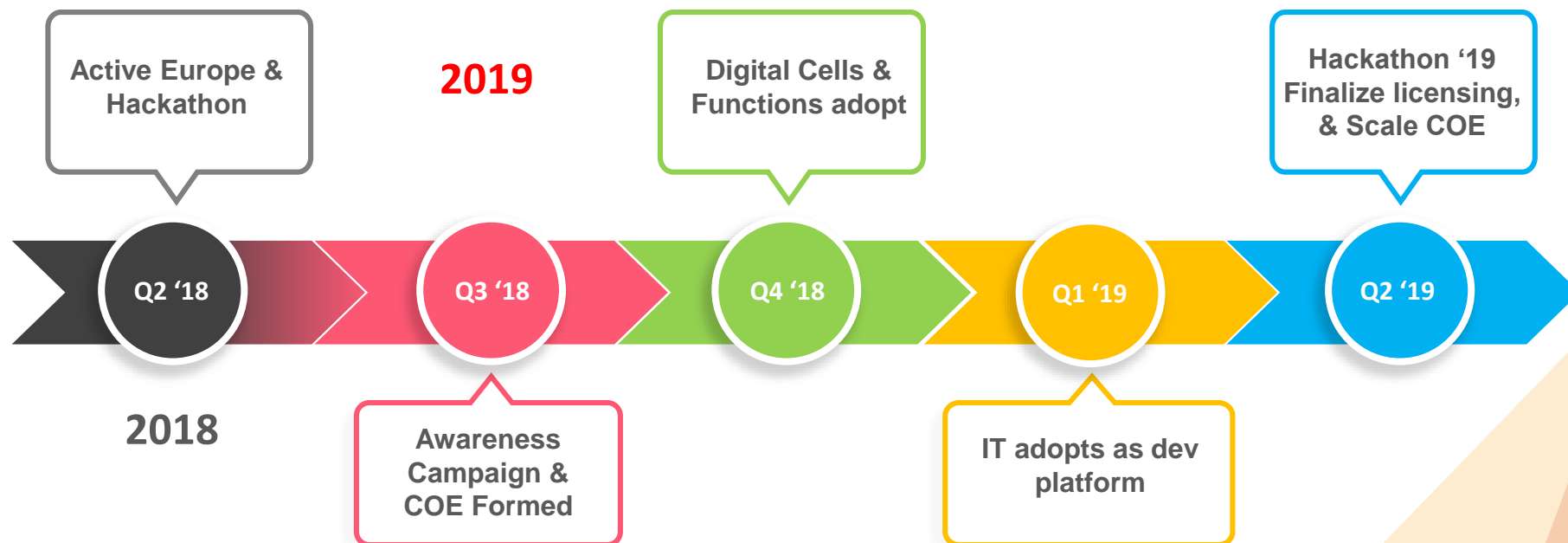
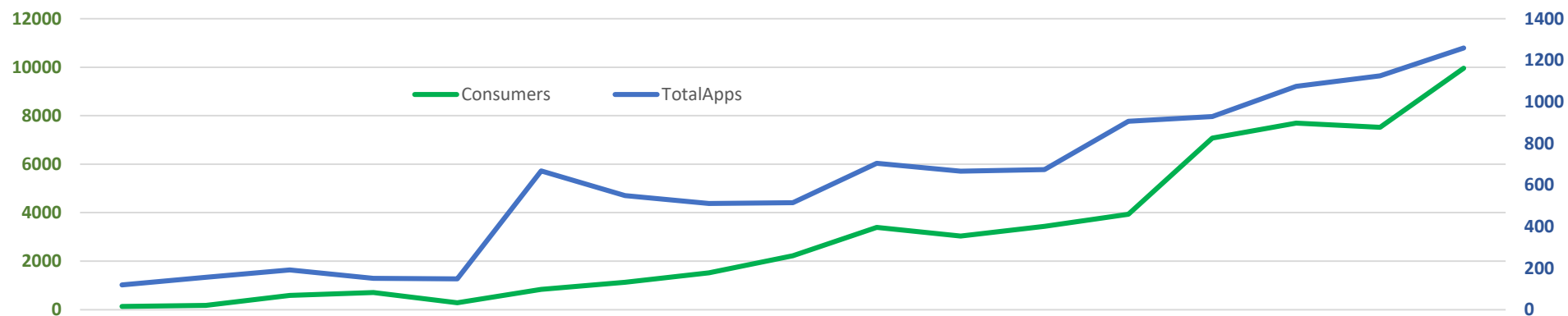
Ideas	Votes
SLB InnovInspirer	128
Ariba Projects Control Tool	103
C-MyPrice	103
Financial Dashboard	75
LoadChart Request On-The-Go	66
Sourcing performance monitoring App	58
W&HR Apps	57
Five Thousand Spies	52
Country Information and Visit Orientation	38
Audit\Inspection App	26
MyCIP	25
Customer Pre-Visit Briefing	24
Customer X-Ray	23
<b>Total</b>	<b>1554</b>

Ideas by Functions



Schlumberger

# PowerApps @ SLB Journey





# Virgin Atlantic





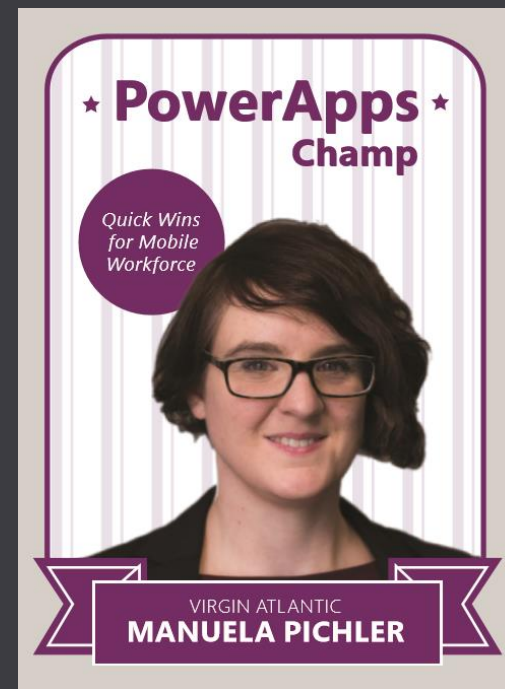
# Virgin Atlantic



**Manuela Pichler**

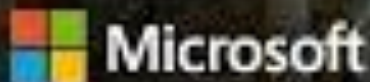
Manager – Business Systems Development

Microsoft Business  
Applications Summit





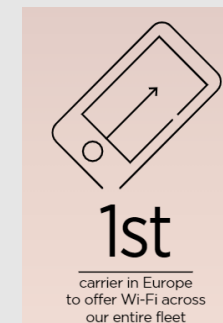
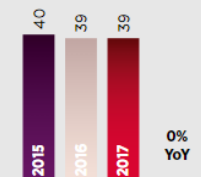
Virgin Atlantic creates  
custom-built mobile apps  
with PowerApps



# Virgin Atlantic – who we are



**Capacity**  
 Number of aircraft





# The “IT Lite” team

Deliver quick wins, tactical solutions and proof of concepts

End to end engagement with business and IT

High performing and high trust environment

Ability to be agile and innovative

Building relationships

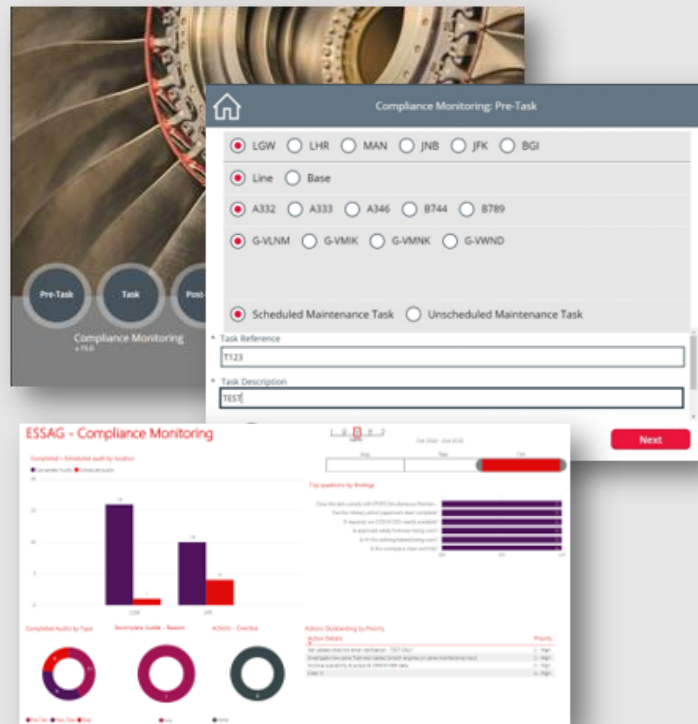


# Virgin Atlantic – Mobile Workforce



# Journey and Examples

## Compliance Monitoring



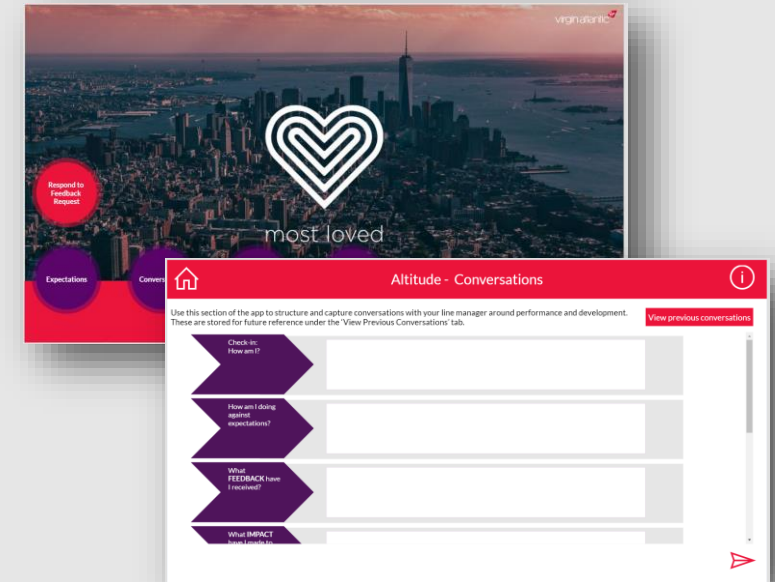
Replacing: Excel and paper  
Data Source: **SharePoint**

## Spa Questionnaire

The image shows a screenshot of the Spa Questionnaire application. It is a form titled 'Spa Questionnaire' for 'Lee Pope'. It includes questions about previous visits, medical conditions, and details of medical conditions. There are toggle switches for 'Have you visited before?', 'Do you have any medical conditions?', 'Are you a carrier of any infectious diseases?', 'Do you suffer from any known allergies?', 'Do you suffer from high or low blood pressure?', 'Have you undergone surgery in the last 6 months?', and 'Are you pregnant?'. There is a text field for 'Details of any medication or anything else brought to the attention of the therapist'. At the bottom, there is a 'Privacy Policy' section.

Replacing: Paper  
Data Source: **Dynamics 365**

## Altitude



Replacing: third-party solution  
Data Source: **SQL Server**



# Journey and Examples

## Single Customer View

The screenshot shows a user interface for a single customer view. It displays flight details for two routes: LHR and JFK. The LHR route shows a departure date of 29/05/2019, departure time of 12:00 am, arrival time of 04:20 pm, booking class of 2, and seat of 16A. The JFK route shows a departure date of 29/05/2019, departure time of 12:00 pm, arrival time of 04:20 am, booking class of 2, and seat of 16A. The interface also includes a sidebar with navigation options and a top header with the Virgin Atlantic logo.

Replacing: n/a  
Data Source: **Cosmos DB via Flow**

## Rebate Requests

The screenshot shows the Rebate Requests interface. It includes a top navigation bar with 'Rebate Requests', 'Upgrade Requests', and 'Policies & FAQs'. Below this is a section titled 'My Rebate Requests' with a table listing requests. The table has columns for Rebate ID, Created, Type, Traveller, Date of Travel, and Approval Status. The requests listed are:

Rebate ID	Created	Type	Traveller	Date of Travel	Approval Status
Rebate_2905191415	29/05/2019 14:15	Consultant on Duty		05/06/2019	
Rebate_1305191457	13/05/2019 15:01	Consultant on Duty	Pichler Manuela	14/05/2019	
Rebate_1604191711	16/04/2019 17:11	Consultant on Duty			

Below the table is a section titled 'My Upgrade Requests' which is currently empty. At the bottom of the interface is a detailed view of a request, showing a progress bar with steps: 1 > Request Information, 2 > Contact, 3 > Traveller, 4 > Trip, and 5 > Approve. The 'Trip' step is currently selected. Below the progress bar is a table with columns: From, To, Airline Code & Flight No, Dep Date, Ticket Type, Upgrade J / W, Lounge, and a checkbox. The table contains two rows of data:

From	To	Airline Code & Flight No	Dep Date	Ticket Type	Upgrade J / W	Lounge	
LHR	JFK	VS 1	29/05/2019	Economy Standby	PA1Z(J)	No Lounge	<input type="checkbox"/>
JFK	LHR	VS 2	31/05/2019	Economy No Offloadable	PA2Z(J)	No Lounge	<input type="checkbox"/>

At the bottom right of the detailed view are buttons for '+ Add Flight' and 'Next'.

Replacing: SharePoint 2007 InfoPath  
Data Source: **SharePoint**

## Gateway Information

The screenshot shows the Gateway Information interface. It includes a top navigation bar with 'Clear Selection' and 'Gateway Information'. Below this is a grid of gateway options with flags and codes. The options are:

Flag	Code	Flag	Code	Flag	Code	Flag	Code	Flag	Code
UK	LHR	UK	LGW	UK	MAN	US	JFK	US	EWK
US	BOS	US	IAD	US	ATL	US	MCO	US	MIA
US	LAX	US	SEA	US	SFO	US	LAS	SA	JNB
IT	LOS	IN	DEL	HK	HKG	CH	PVG	AU	SYD
AU	BNE	AU	MEL	BR	ANU	CR	GND	CU	HAV
JM	MBJ								

Below the grid is a section titled 'Gateway Information - GHA info'. It includes a table with columns for 'Handling Agent' and 'Address'. The 'Handling Agent' column has two entries: 'dnata' for LHR and 'WFS' for IAD. The 'Address' column has two entries: 'Number one, Cargo Point, Bedford Road, Stanwell' for LHR and '23703 Door C Air Freight Lane Bldg #6-C, Dulles VA 20166' for IAD. Below the table are sections for 'Hours of operation' and 'Virgin Atlantic Manager'.

Replacing: Excel Spreadsheet  
Data Source: **SharePoint**

# Supporting Citizen Developers

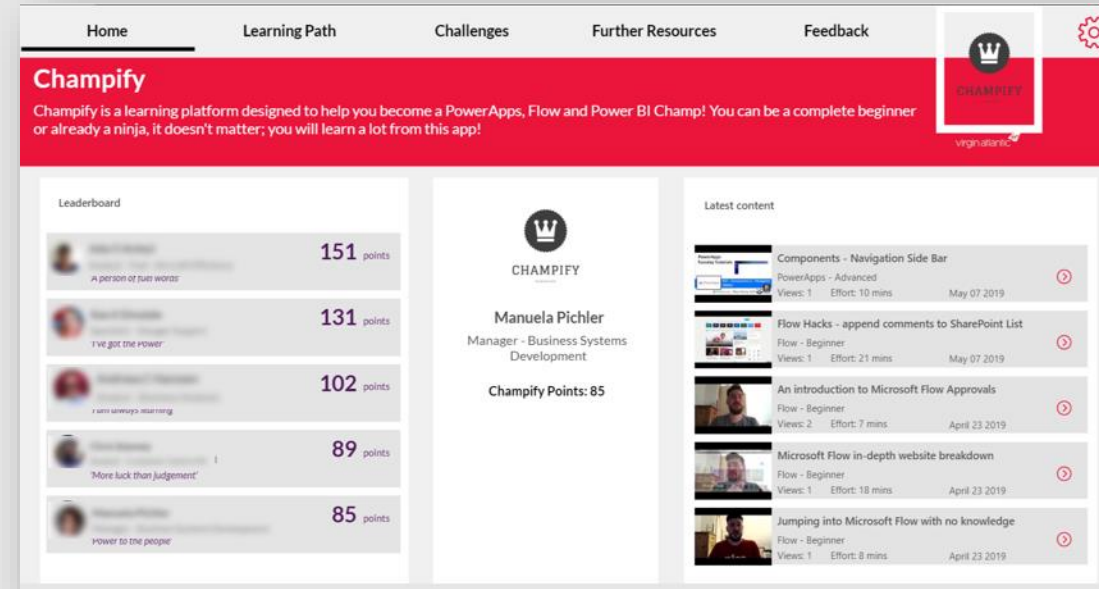
**Learning Lunches** and 1:1 sessions to help citizen developers achieve their goals

**Hackathons** to solve business cases

Workplace Group to share tips, success stories and **"show & tell"** of apps

**"Welcome email"** with learning resources and monthly newsletter with platform updates

**Champify** for self paced learning and Internal App In A Day



<https://aka.ms/champify>

# Supporting IT

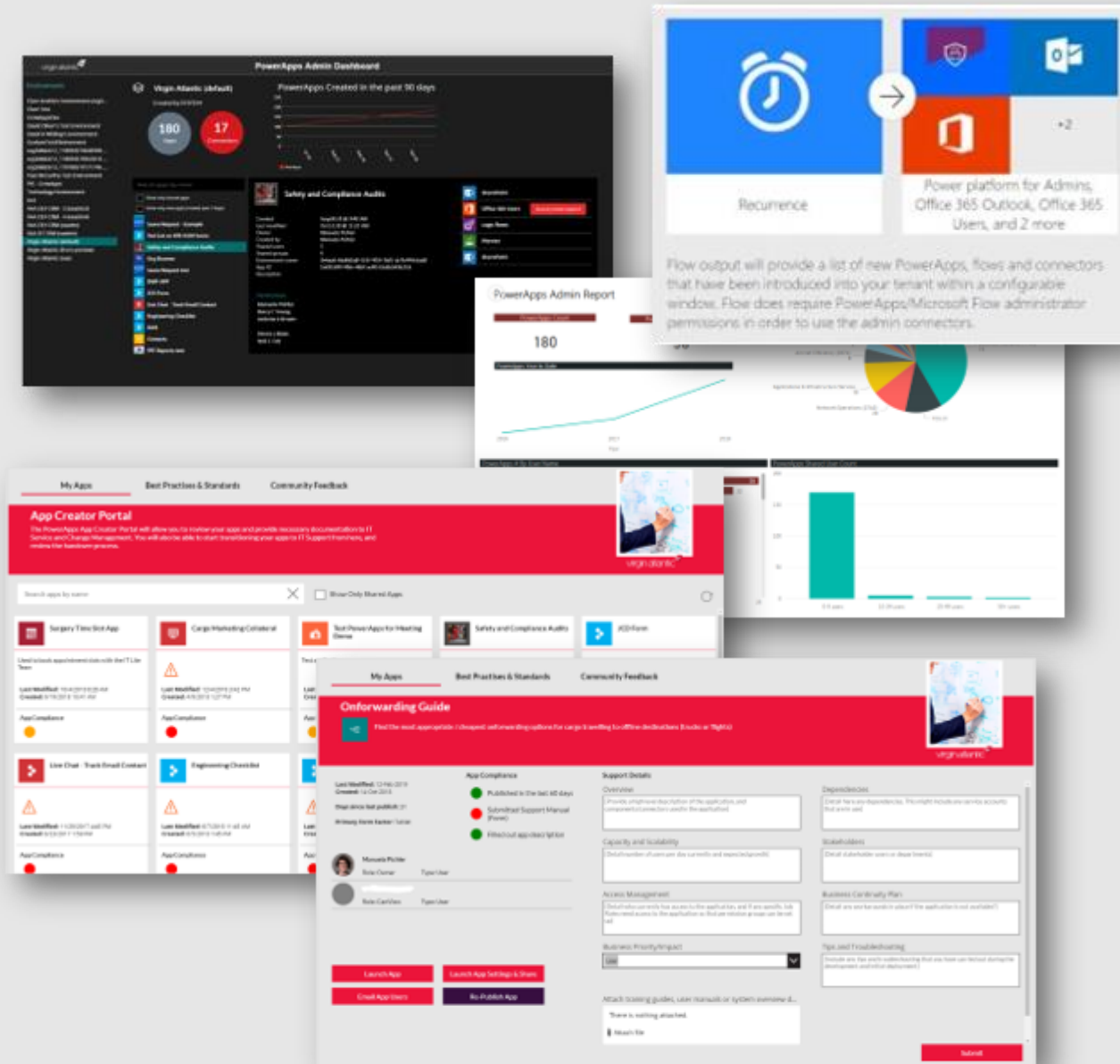
## Admin Dashboard

**SharePoint Online site** to store material (whitepaper, code standards, handover documents) and share updates and new features

**Flow** to notify Ops Management and InfoSec about newly created apps

**Learning Lunches** and **Show & Tell** sessions

Compliance and Governance supported through **App Creator Portal**





# Learnings

Engagement – build relationships with your end users, citizen developers and all parts of IT (Operations, Support, Architecture, Infrastructure)

Administration and Governance – admin connectors are powerful but not (yet?) the same as PowerShell script

Be part of the community - learn from others & help others learn!

# Swiss Federal Railway SBB





SBB CFF FFS

# Swiss Federal Railways SBB.

We are shaping the  
mobility of the future.







## Martin Zandegiacomo

Technical Consultant Office 365



- With SBB for 4+ years
- Started with PowerApps in March 2018
- In IT since 2009
- Coming from a system engineering path, not a software developer

## Rapid Solution Unit

- Providing fast, reliable and economic software solutions for our internal customers
- 26 Engineers
  - 2 Engineers for PowerApps, Flow and Power BI



- Technologies provided
  - MS PowerApps, Flow, Power BI, SharePoint Online, Azure
  - MS Access, .NET, VBA
  - Lotus Domino, Java Web, Opentext DMS



**We move Switzerland – every day.**



**Passenger Division**  
1 250 000 pass. per day

**Real estate**  
3 500 Buildings

**SBB Cargo**  
210 000 t of freight  
per day

**Information  
Technology**

**Infrastructure**  
3 230 km of rail network  
10608 trains on the network per day





With 32,300 employees from 98 countries in 150 different occupations, SBB is one of Switzerland's largest employers.



# These are our challenges.



**Customer requirements and mobility patterns** are undergoing a transformation.



**Competition from other forms of transport** is increasing, due not least to increased transparency.



Whilst rail operators are facing rising **overall costs**, other carriers can potentially cut theirs by half.



**New technologies** are accelerating developments (safety, capacity, flexibility, environmental sustainability).



**Coordinated planning of road/rail capacity** is required.



**Regulatory and spatial planning requirements** are intensifying.



**Public funds** are growing scarcer.





PowerApps journey: from forms to apps.

# Project «Form Migration»: Challenges.



Migrating 300 forms from 'on premise' to the cloud in order to be used in our award-winning intranet posed different challenges.

Time

Three Languages

Consolidation

Send Mails with Attachments

Mit diesem Formular können Sie Instandhaltungsvorschriften (IHV) für Schienenfahrzeuge ändern oder löschen lassen oder neue IHV in Auftrag geben.

IHV-Meldender	
Benutzernamen	<input type="text"/>
Name	<input type="text"/>
Vorname	<input type="text"/>
E-Mail	<input type="text"/>
Telefon	<input type="text"/>
OE	<input type="text"/>
Antragsdatum *	<input type="text"/>
Sicherheitsrelevanz	
Prüfrelevanz? *	<input type="radio"/> Änderungen nicht prüfrelevant gemäss K250.1 <input type="radio"/> Änderungen prüfrelevant gemäss K250.1
Falls prüfrelevant zwingend Dokumentennummer CAA des Prüfprotokolls angeben!	<input type="text"/>
Stichworte zum Thema *	<input type="text"/> max. 50 Zeichen (Bsp. System und Fz)
IHV-Vorgaben	
Verwendung *	<input type="radio"/> Technik <input type="radio"/> Clean <input type="radio"/> Revision <input type="radio"/> Kurativ <input type="radio"/> Modulare Revision

Verspätungsmeldung MOL-Züge

Sehr geehrte Damen und Herren

es verkehrt folgender Zug ☐ verspätet ☐ vorzeitig

Zug

Am \*

Relation

Erster Wagen in Komp

Letzter Wagen in Komp

Ort

Kunde

Ware

Frachtbezeichnung

Prognose Verspätung

Bemerkungen/Grund

Für die Absprache des weiteren Vorgehens steht Ihnen der Bereich Kundeninfo zur Verfügung:  
+41 79 621 86 36

Fixe Empfänger

Weitere Dienste ☐ CIS-TP13

Produktionsbereich Ticino ☐ ☐ ☐

Produktionsbereich Rhône ☐ ☐ ☐

Produktionsbereich ☐ ☐ ☐



# Overtime Reporting App.

- Overtime reporting for train crews
- 90% mobile users
- Used 4500+ times since January
- Used by 2200+ Users

The screenshot displays the 'Formular Reservezettel' (Reserve Form) interface. At the top, a red header bar contains a close icon, the title 'Formular Reservezettel', a language dropdown set to 'de', and a Swiss flag icon. Below the header, the 'Empfänger' (Recipient) is set to 'Zugpersonalsteuerung (ZUE255)'. The 'Absender' (Sender) section includes a search bar and a list of user details for Martin Zandegiacomo, including his ID, email, and phone number. To the right, a modal window for 'E-Mail Vorgesetzte/r' (Notify Supervisor) is open, featuring a search bar and a dropdown menu. Below this, the 'Depot' and 'Tour' fields are visible, along with the 'Datum der Tour' (Tour Date) set to 31.12.2001. The 'Zeiterfassung' (Time Recording) section contains fields for 'Arbeitsbeginn' (Start of Work) and 'Arbeitsende' (End of Work). On the far right, a separate form for 'Zug 4' (Train 4) includes fields for 'gemäss Fahrplan' (According to Timetable), 'effektive Zeit' (Effective Time), 'im Auftrag von' (On behalf of), 'Grund' (Reason), and 'Bemerkungen' (Remarks). A red 'Senden' (Send) button is located at the bottom right of the 'Zug 4' form.

Formular Reservezettel de

Empfänger: Zugpersonalsteuerung (ZUE255)

Absender

Suche U-Nr, Name, Mail

\* Benutzerid  
221501

Anzeigenname  
Zandegiacomo Martin (IT-SCG-K)

Nachname  
Zandegiacomo

Vorname  
Martin

Mail  
martin.zandegiacomo@ebb.ch

Telefon  
+41 79 505 30 20

OE  
IT-SCG-KB-RSU

\* E-Mail Vorgesetzte/r (erhält eine Kopie)

Find items

\* Depot

\* Tour

\* Datum der Tour  
31.12.2001

Zeiterfassung

\* Arbeitsbeginn (hh:mm)

\* Arbeitsende (hh:mm)

Zug 4

gemäss Fahrplan

effektive Zeit

im Auftrag von

Grund

Bemerkungen

Senden

# Adding value to the forms.



Language  
Switch



**Sammelformular Automatenstörung**

\* Bitte Formular wählen  
Automatenstörung - Auszahlung max. CHF 20

Direkte Auszahlung des Betrages - keine Abklärungen des Differenzbetrages nötig

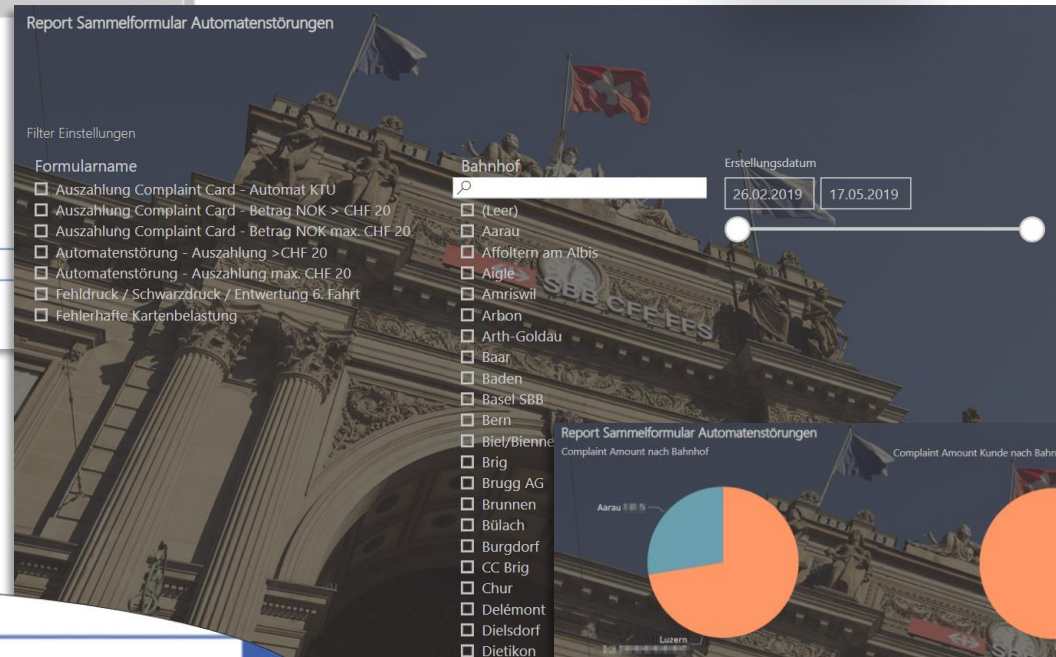
\* Betrag CHF  
vom Kunden geforderter Betrag

\* WS-ID  
Automatennummer (8-stellig) oder Beschreibung Standort

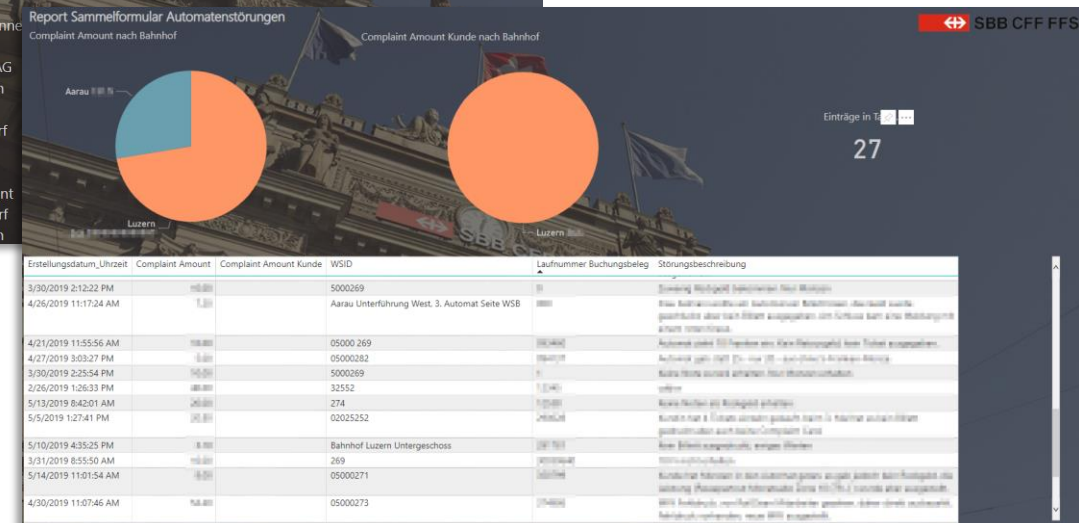
\* Meldestelle  
Find items

\* Datum / Zeit  
17.05.2019 10

[Liste Billettautomaten](#)



Reporting  
using Power BI



One App instead of 7 forms

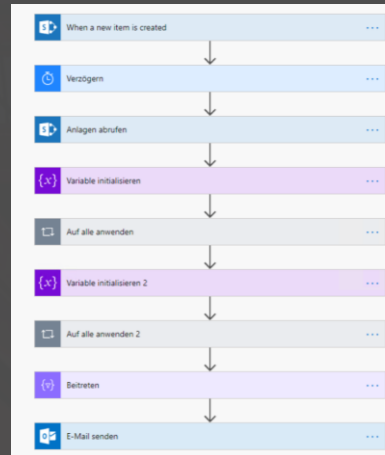
# Architecture



- R/W data from SPO lists
- Read translations from SPO list for multi-language support
- Used on mobile & desktop devices



180+ PowerApps



- Flows connected SharePoint
- Sends emails to the responsible Business Unit or System



Supporting flows



- Power BI reports connected to SPO lists
- Show a summary of the data collected



Power BI reports



Gateways and connectors



SharePoint Online is used to store data of the Form



# Project «Form Migration»: Timeline.



→ **300 forms** migrated into **170 Apps**

→ Time used: **7 months**

July 2018  
**Started with 300 forms**  
1 Engineer, 1 PM

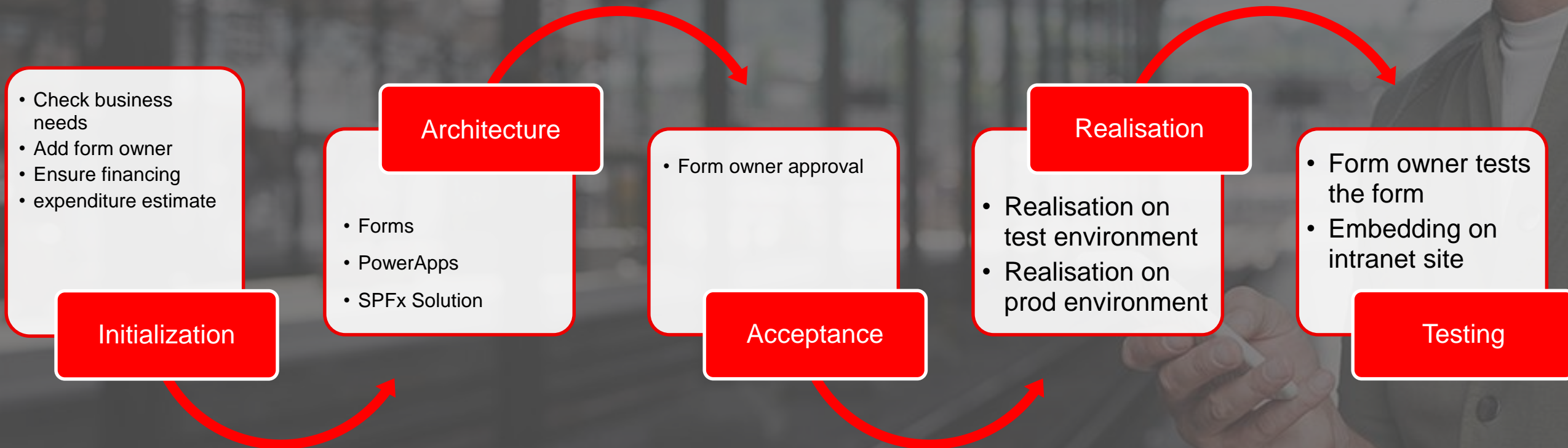
October 2018  
**120 forms to 70 apps**  
8 Engineers, 1 PM

January 2019  
**220 forms to 165 apps**  
2 Engineers, 1 PM

May 2019  
**180+ apps in production**



# Project «Form Migration»: Process established.





# Business units supported.



## HR

- Contract requests
- E-Dossier management
- Internal reporting system
- Expense application
- Change work- place
- +23 more



## Passenger Div.

- Reporting overtime
- Ticket refunds
- Report maintenance tasks
- Vacation requests
- Catering order
- Business trip ordering
- ~ 50 more



## Finance

- Request a credit check
- Submit project completion
- Request financial competence adjustments
- change master data request
- +5 more



## Cargo Division

- Locomotive request
- Report delays
- Oil train customer notifications
- Sick leave reporting
- Document change request
- Locomotive fault report
- + 34 more



# Business Impact.



165+ Apps

On time  
within budget

Leveraged Office  
365 investment

Value+

Requirements  
covered



# Going beyond forms: CareBase app

# CareBase App.

→ App to support the work of emergency psychological care givers

- Guides through a standardized questionnaire
- Provides instant Feedback on the condition of a person
- Solution to report time and conversations

→ 100% Mobile Users, rolled out in January

→ Used by 60+ Users

→ Replaces a paper and Excel based solution

→ Will be enhanced with Power BI reports

The image displays three overlapping screenshots of the CareBase mobile application interface. The top screenshot shows the main menu with a red header bar containing 'de' and a double-headed arrow icon. The menu has two options: 'Liste der Betroffenen' (represented by an icon of two people) and 'Neuer Betroffener' (represented by an icon of a person in a box). The middle screenshot shows a 'Kontakt' (Contact) screen with a red header bar. It contains two questions with radio button options: '1) Hatten Sie während dem Ereignis oder kurz danach Angst oder sogar Todesangst?' (Options: Ja, Nein, Nicht beantwortbar) and '2) Fühlen Sie sich psychisch sehr belastet, wenn Sie etwas sehen oder hören, das Sie an das Ereignis erinnert? (z.B. Berichte über Unfälle im Fernsehen, Martinshorn, Hubschrauber)' (Options: Ja, Nein, Nicht beantwortbar). The bottom screenshot shows a 'Kontakt' screen with a red header bar. It features a 'Risikobeurteilung' (Risk Assessment) section with a yellow sad face icon and a 'Gefahrenhinweis Text...' (Warning Text) section with a yellow warning triangle icon. Below these is a 'Ressourcenbeurteilung' (Resource Assessment) section with a black sad face icon.





Learnings and looking ahead.

# Learnings.



Challenge the business

Onboard the business

Check limitations

Start with a Plan

Make use of MS support

SharePoint online dependencies



# Looking ahead.



## Center of Competence

Support Business Users

Trainings

Community

## Operation

Validate Platform Setup

App Gouvernance

App Maintenance

## Projects

New Requests

Further Development

Form consolidation continued





Thank you for your attention.





**MAKE<sup>BI</sup>**  
MICROSOFT POWER BI ARBEITSKREIS | 2019

**Thank you !!!**



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[community.powerapps.com](https://community.powerapps.com)



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