

# How To Adapt Business Processes Quickly in Times of Disruption



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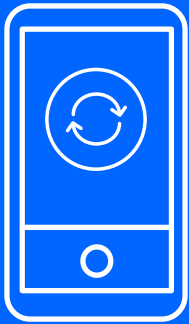


# Open for Business

You need to connect people, systems, and operations in new ways during times of disruption. With low-code automation you can rapidly adjust to the new environment and accelerate your digital transformation affordably and with ease. This e-book will describe how to adapt business processes fast in times of disruption.

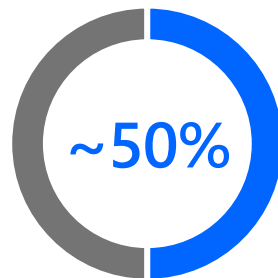
## Key takeaways

- ✓ Bring automation to both legacy and modern systems
- ✓ Introduce AI for smarter automation
- ✓ Liberate talent to focus on more strategic work
- ✓ Let anyone automate their workflows



# Boost productivity through automation

Low-code automation is a new approach to automating business tasks, processes, and even large-scale system workflows, on both legacy or modern infrastructure, on-premises or in the cloud. It doesn't require advanced programming skills, which makes it accessible to everyone, and built-in AI capabilities helps you get results fast.



of work activities globally have the potential to be automated using current technology.<sup>1</sup>

Low-code automation helps your people shift away from tedious manual tasks to more strategic work. By putting the power to automate in the hands of those who know the work best—and will benefit the most—you give employees more satisfaction and ownership over their productivity. Low-code lets everyone from end users to professional developers identify and automate the workflows that will have the biggest impact on your business.

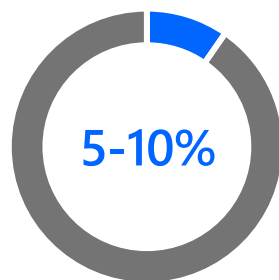
<sup>1</sup> McKinsey, "Jobs lost, jobs gained: What the future of work will mean for jobs, skills, and wages." November 2017.



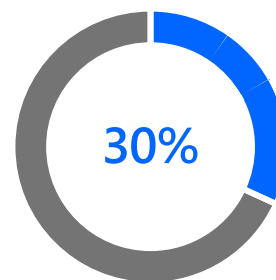


# Rapidly adapt with low-code automation

The speed of low-code automation makes it especially suited for rapidly adapting to crisis situations, but there are additional benefits as well. Eliminating paper-based processes and mundane tasks reduces some of the burden of information storage and retrieval. Low-code automation can make it easier to capture data generated by businesses processes. You can then mine that data for additional insights to drive even more process and productivity improvement. It frees up your workforce to pursue more rewarding and valuable work. And many of these benefits also help drive down costs.



cost savings  
in just 18-24  
months<sup>2</sup>



cost savings  
long term<sup>2</sup>



See the Power Automate demo  
[Watch now >](#)

Here are the four main ways your business can benefit from low-code automation solutions.

<sup>2</sup> The Total Economic Impact™ of PowerApps and Microsoft Flow, a commissioned study conducted by Forrester consulting on behalf of Microsoft, June 2018.



# 1

## Bring automation to both legacy and modern systems

Most businesses rely on a combination of legacy and modern applications to maintain business continuity. In ordinary times, the patchwork nature of these services will hold back your ability to scale automation across the enterprise. As many companies are learning in 2020, if you're trying to respond in a crisis, that lack of agility has a much greater impact.

Rather than working around manual processes, build automated workflows using prebuilt templates and tailored automations. Streamline operations and automate paperless processes and focus attention where it's needed most. Automate across all the apps and services your organization uses and integrate with legacy systems at the same time.



## Scenario: Integrating digital process automation (DPA) and robotic process automation (RPA)

Maybe your HR system relies on manual recording and tracking of vacation day requests, but you've also integrated with Microsoft Dynamics 365 Human Resources for most other HR processes. Use Power Automate to connect your legacy HR system with your new one with just a few drag-and-drop steps. Now you can integrate vacation day requests, recording, and tracking with real-time employee data like longevity and anniversary dates to immediately see when allocations need to change.

[Learn more about RPA >](#)

## How Samuel, Son & Co. uses Power Automate

Using Power Automate, the Samuel, Son & Co. project management office expanded intake processes and a dynamic approvals process, which eliminated a huge amount of manual effort. Project managers can easily assign tasks to the personnel involved, so they get reminders to approve a statement of work or change request. It's faster, simpler, and—most importantly—completely digitized. It also eliminated the need to use other third-party tools to handle the approvals process.



**If we don't have the resources for a project, we need to discuss with the business which projects to prioritize, or what to outsource. With Project Online and Microsoft Power Platform, we have the tools to make that conversation much easier."**

**Cheryl Rogers**

Account Manager (Applications)

Samuel, Son & Co.





# 2

## Introduce AI for smarter automation

How much enterprise knowledge is hidden simply because there's no way to mine the data and apply it to a current scenario? And what happens when that scenario is urgent? Being able to access the information that your company generates every minute of every day—on both legacy and modern systems—can help you make better decisions, especially in a crisis response situation.

You can easily create and publish AI-driven chatbot experiences that automate processes and take actions. With AI Builder's prebuilt templates, you can also build, train, and publish AI models. Using capabilities like form processing, object detection, prediction, and text classification, you can even automate unstructured inputs.

### Scenario: Building AI into systems

Visibility into supply chain systems can help a company forecast labor and product needs. But that visibility is compromised when some products are recorded via bar code and others via lot numbers. And when everything is managed on enterprise resource planning systems that use 30-year-old technology, visibility is an even greater challenge. With Power Automate you can standardize across these systems and introduce AI with prediction modeling based on patterns that the AI learns from your historical data. Being able to integrate AI can also lead to quicker, more informed decisions in a crisis.



## How TrueGreen uses Power Automate

TrueGreen, the largest US lawn care company, recently embarked on an all-up digital transformation. The first prototype, created in two days without a single line of code, used Power Virtual Agents to deliver an AI-driven bot to serve as a virtual agent that could handle routine customer inquiries and take action based on customer intent.

In building the bot, the team used Microsoft Power Automate to orchestrate and automate the required interactions with various back-end systems and used out-of-the-box Microsoft Power Platform connectors to tie into those systems. TrueGreen developers were able to start building their own workflows after just a few days of instruction by the Microsoft team, thanks to the intuitive, visual, low-code design environment in Power Automate.



**Obviously, we can't upgrade our entire IT infrastructure at once. With UI flows [a robotic process automation (RPA) feature within Power Automate] we can integrate into existing systems to start delivering compelling new capabilities immediately and then modernize those systems at our own pace."**

**Ayman Taha**  
Chief Information Officer  
TruGreen



# 3

## Liberate talent to focus on more strategic work

Making the best use of talent is important any time, but more so during business turbulence. There are two ways low-code automation liberates talent. First, by freeing valuable programmers from managing and coordinating time-consuming manual automation tasks. Second, by automating workflows that were previously manual and handled by administrative staff. In both cases, technology replaces manual effort so that employees can focus on high-value work that truly requires a human touch. With low-code automation, you can enhance productivity and unlock additional business value just by automating repetitive tasks.

Low-code automation is built with hundreds of triggers. Initiate your workflows in whatever way is most convenient: with buttons, through connected cloud apps, or on a schedule. With thousands of built-in templates and actions, easily set up workflows, including digital contract sign-offs, digital approval processes, digital school assignment processes, and online employee onboarding. You can automate advanced scenarios without limit.

## Scenario: Freeing talent

Strategic initiatives for IT can come on suddenly in a crisis. With COVID-19, there was an urgent need to support thousands of workers in setting up home offices. An IT department that's stuck managing manual automations just to maintain business continuity can't focus on everything required to reimagine the work space in a home environment. Implementing Power Automate to take over time-consuming tasks, such as approving employee permissions for server folders, helps valuable, skilled developers focus on work that has a bigger impact on the business.



## How MVP Health Care uses Power Automate

As a healthcare payor, MVP Health Care wants to help its members get high-quality, cost-effective care efficiently and conveniently. To minimize high-level claim types such as heart attack, stroke, and diabetes, MVP Health Care monitors and manages its members through programs designed to capture early diagnoses and drive better patient outcomes. But to gather information and serve members, service representatives had to sign on to more than half a dozen applications and work with up to 16 different interfaces and dashboards. The team implemented Microsoft Dynamics 365 and the Power Platform, and used Power Automate to replace previously manual workflows.



**We've empowered business users to standardize their processes and workflows with Power Apps and Power Automate, and that frees the IT team to create value for our business, our partners, and our members."**

**Michael Della Villa**  
Chief Information Officer  
MVP Health Care

# 4

## Let anyone automate their workflows

Remember when a person with no coding skills wouldn't dream of building a website? Now there are multiple solutions that make it easy for anyone to create sophisticated sites. Similarly, with low-code automation, nontechnical people—citizen developers—can automate workflows with drag-and-drop simplicity to create less expensive, more efficient business processes. This can spark increased innovation as the workers most affected by inefficient processes are empowered to improve them with easy-to-use technology.

Citizen developers can build time-saving workflows into everything from individual tasks to large-scale systems with seamless integration using hundreds of prebuilt connectors.

### Scenario: Empowering innovation

People working in different departments across a company have the day-to-day experience to recognize when a process is holding back efficiency. An accountant on the finance team realizes she is spending hours each week manually transferring data from a legacy enterprise resource planning (ERP) platform to an Excel spreadsheet to populate an app for the purchasing department. With Power Automate she easily connects the ERP motion with the spreadsheet and the app just by dragging and dropping the elements she needs—without adding to the developer workload.



## How Hexion uses Power Automate

Hexion is a global chemical company headquartered in the US. **Hexion** uses Power Automate workflows to orchestrate core business processes across almost every business unit in the company, such as customer service, IT, HR, and procurement. The company has created more than 80 Power Automate solutions in the last year, finding new ways to deliver high value to the enterprise through lower-effort solutions.



**Working quickly is essential for our marketing and sales teams to remain competitive. The flexibility and stability of this solution allow us to iterate at speed to meet the ever-changing needs of our people in the field.”**

**Kristin Hulse**  
Senior Digital Marketing Communications Lead  
Hexion



# Quick look: How Power Automate helps you rapidly adapt

## Fast, affordable, easy to use

- No coding required
- Simple visual tools
- Drag-and-drop functionality
- 350+ connectors to other apps
- Templates or fully customizable
- Short development cycle
- No technical skills needed
- Develop faster, at scale
- Maintain security and control

## Optimal across industries, from startups to multinational corporations

- Consumer goods
- Education
- Non-profit
- Healthcare
- Professional services
- Government
- Travel
- Insurance
- Utilities
- Transportation
- Public sector
- Retail
- Financial services
- Technology
- Manufacturing
- Energy



## Microsoft Power Platform

Power Apps is part of the Microsoft Power Platform, a set of low-code solutions that empowers teams to build and deploy custom, end-to-end business solutions across their organization.



### Power Automate

Discover a better way to get things done across your organization through digital and robotic process automation.



### Power Apps

Build professional-grade apps the easy way. Increase agility across your organization by rapidly building low-code apps that modernize processes and solve tough challenges.



### Power BI

Create a data-driven culture. Enable everyone at every level of your organization to make confident decisions using up-to-the-minute analytics.



### Power Virtual Agents

Build the extra help you need. Respond rapidly to your customer and employee needs using intelligent chatbots, no coding required.

## Take action

A crisis situation can accelerate IT problem solving, as unexpected demands and new needs surge into view. Now you can be prepared with a low-code automation solution that lets you connect legacy and modern systems, introduces AI for smarter automation, frees up talent, and encourages innovation from workers.

**Streamline repetitive tasks and paperless processes with Microsoft Power Automate—so you can focus your attention where it's needed most.**

[Start free](#)



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