

Power Platform Insights

December 2023

It's a New Era for AI-driven Low-code Solutions

Advance Your Business Initiatives with Microsoft Power Platform
and Your Trusted Rapid Solution Delivery Experts





Welcome to **Hitachi Solutions December Power Platform INSIGHTS!** As the year wraps up, we wanted to take a moment to reflect on some of the topics we covered and share some updates on what's new for the Power Platform in 2024.

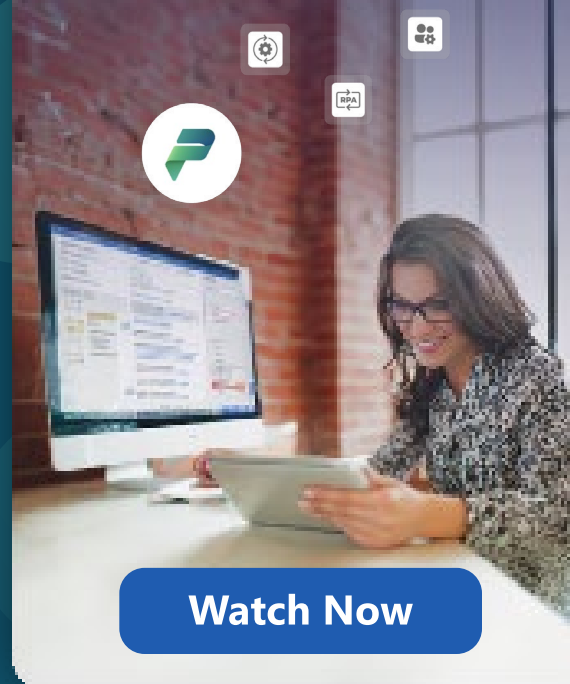
It has been an amazing year for the Power Platform, with more new product releases than ever before. The theme of the year was "Copilot everything." From Power Virtual Agents to Power BI, generative AI has become a core feature of the Power Platform, enabling us to create smarter and more personalized solutions.

But that's not all. There were many other developments that have enhanced the Power Platform in different ways. Automation continued to be a key focus area, as our customers realize they need to streamline their processes and eliminate technical debt to fully leverage the power of AI.

ON-DEMAND WEBINAR

'Tis the Season to Learn About the Future of Accounts Payable

from Manual to Magical with Microsoft Power Platform



Watch Now

EXCHANGES

with Hitachi Solutions

The Podcast

Executives: Listen and Learn about MINING for Better Business Process

and How that Relates to Cleaning your Garage

» Listen Now



With [process mining](#), Power Automate has evolved from a simple workflow tool to a decision-making agent that can help you identify and prioritize your automation opportunities.

Power Apps has also matured with features like managed environments, standard Power Platform Pipelines, canvas pages in model-driven apps, and Dataverse support for elastic tables and advanced security. These features have made Power Apps more scalable, reliable, and secure for enterprise scenarios.

We end 2023 with Power Platform more differentiated from other low-code platforms. Power Automate is the most capable (and affordable) enterprise automation platform and Power Virtual Agents (now called Copilot Studio) serves as the hub for creating Copilot assisted AI-driven solutions.

While we don't know what 2024 will bring, we are confident the Power Platform will continue to innovate and grow, and that Microsoft's investment in the Power Platform and Copilot will ensure its long-term success. We hope you enjoy this issue and find it useful and informative.

Thank you for being part of our community!

- Joel Lindstrom



Leveraging RPA in 2024



Microsoft continues to innovate in the field of robotic process automation (RPA) and redefine its meaning and impact on business process. At the start of the year, there was a clear difference between the three main hyperautomation components — RPA, DPA, and AI. However, Microsoft has been closing the gap with regular updates to the platform, aiming to make Power Automate the most comprehensive automation platform world over.

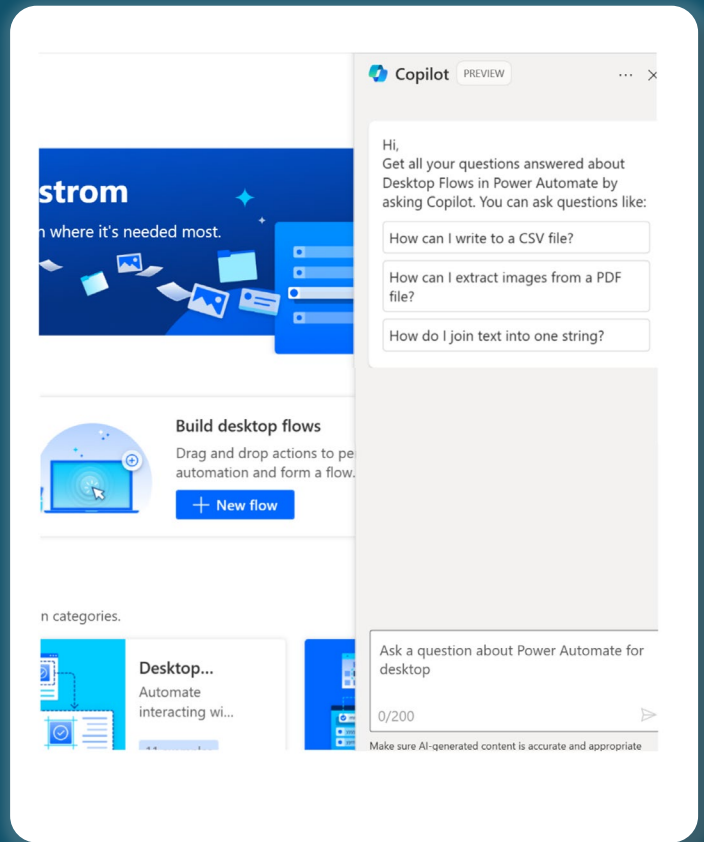
In the following section, we will outline some key considerations and tools to help you modernize and upgrade your outdated automation strategy:



1

Copilot

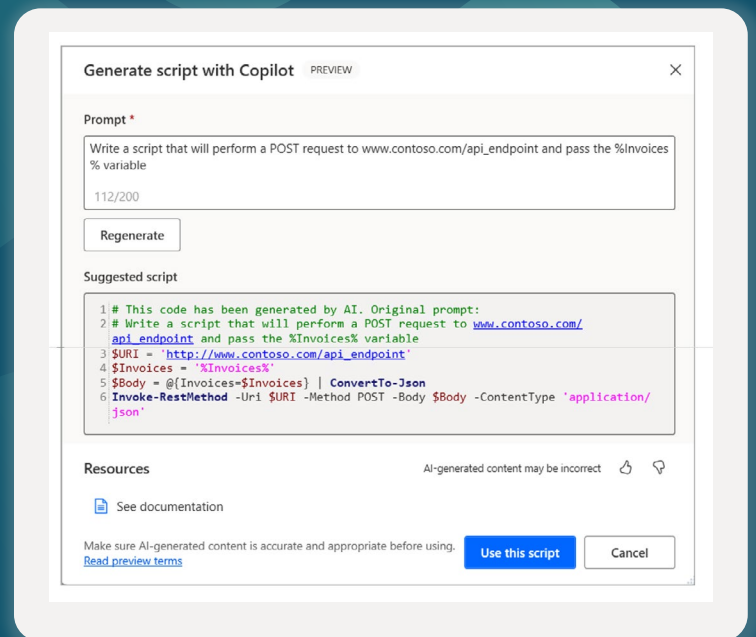
Yes — Power Automate Desktop has a Copilot feature that can assist you with your automation tasks. If you are not sure how to automate something, or what step to use, just click on the Copilot button in Power Automate Desktop and you will get detailed instructions to help you build better bots. This is great for learning.

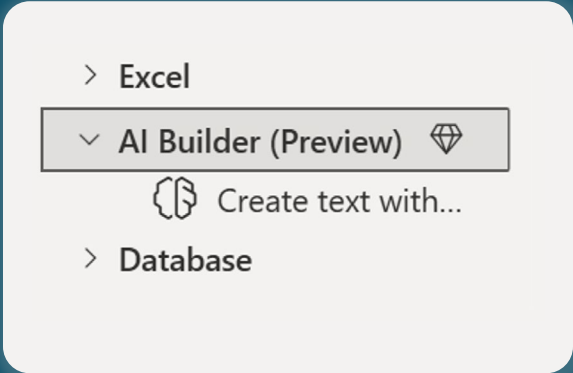
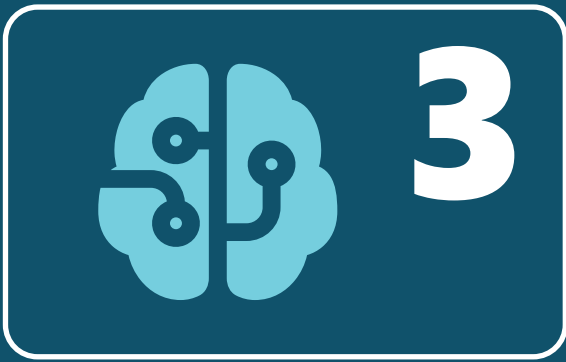


2

Script Generator

Along with Copilot, Power Automate Desktop now includes an AI-powered script generator. Many RPA bots use script like Python, PowerShell, or JavaScript to supercharge the automation. This makes creation of these scripts easier and more approachable for people who aren't native script writers.





Use Generative AI in Desktop Flows

Desktop automation is useful for legacy systems, web scraping, things that don't have APIs, etc., but that doesn't mean you have to stick to the old ways. You can use the Create text with GPT action directly from your desktop flow. For example, if you are scraping data from your old imaging system, but you want to do something with that text (such as analyze sentiment or generate text for a notification), you can combine the old RPA with the new generative AI in the same process.

Customer Success Story

Cabinet Manufacturer

Problem

This manufacturer used a legacy application that was installed on a desktop on the shop floor to map out cutting templates for their products. The engineer would need to physically be at the machine to manually enter in the measurements and drawings which are then sent to the saw to cut.

Solution

Power Automate RPA

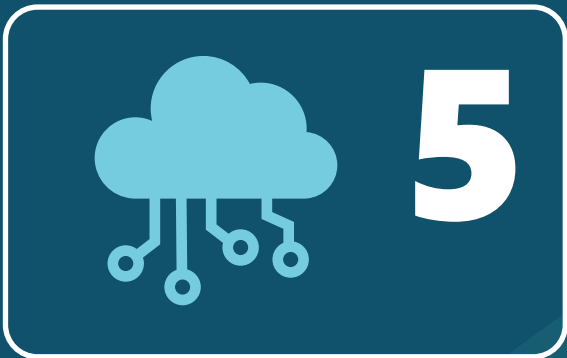
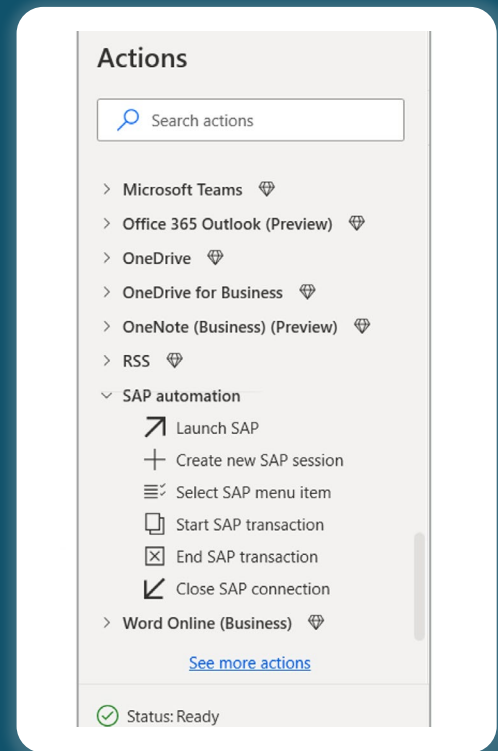
- Once the cabinet details were entered into the work order, RPA picked up the info and entered it into the program that sent instructions to the saw.
- This dramatically cut down on production time as the engineer no longer needed to be at the physical machine to submit drawing information
- This also eliminated the need to replace the legacy program as we can now create automations to send info.





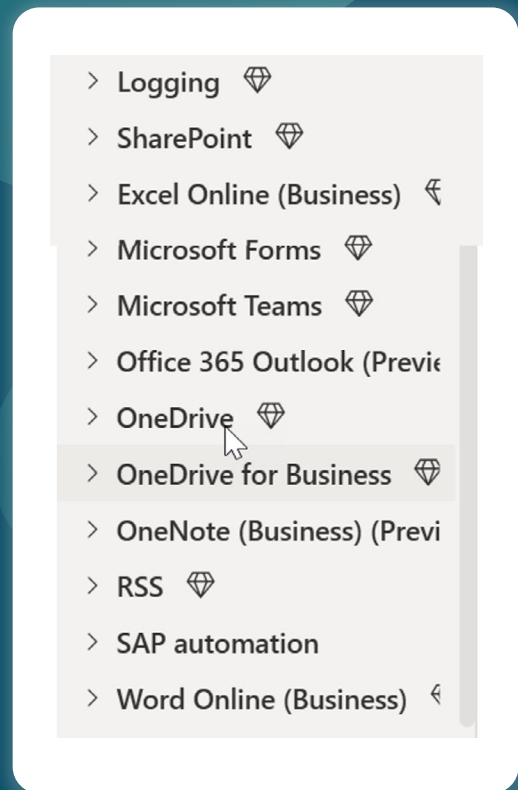
Improved SAP GUI Actions

Many of our customers use Power Automate Desktop to automate SAP. Microsoft has added new SAP actions, making it much easier to log in and automate common SAP UI actions.



Use Cloud Connectors Directly From Desktop Flow

Cloud flow and desktop flow have been working together for years, but in the past it was a bit of a split personality: the cloud flow would call the desktop flow and the desktop flow could send data back to the cloud flow. This has changed significantly with the addition of many cloud connector actions to desktop flow. This means you can have a desktop flow use cloud actions for Excel, Word, SharePoint, and more directly from the cloud flow — making your processes more reliable and efficient.





Power Automate Desktop

Power Automate Desktop has introduced many enhancements this year that make it a powerful and versatile tool for desktop automation. These new features (and many more) make Power Automate Desktop much easier to learn and use, improve performance, and future proof automation more future proof by bringing together legacy desktop automation with future friendly technologies in one unified platform.

Customer Success Story

Large Credit Union

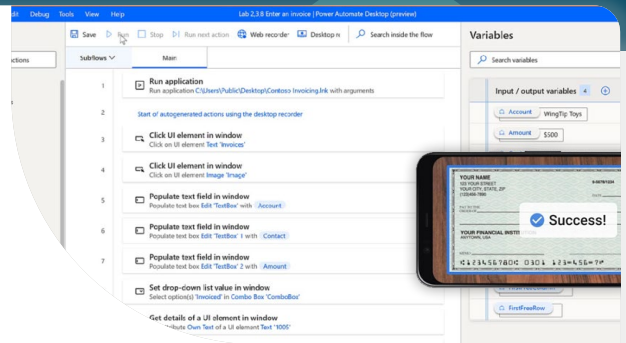
Business Issue

Mobile deposits made below \$1,500 were not being manually audited for fraud due to lack of available resources. This customer was seeing losses of up to \$75k a month.

RSD Solution

Power Automate RPA

- When a check is deposited, we used Power Automate Desktop to validate the details against a known database of fraudulent information.
- If fraud was suspected, an immediate hold is placed on the deposit and the account, and a member of the team is alerted to verify.
- This solution was seeing a generous ROI within 3 months of implementation!



As we look ahead to 2024, it's clear that robotic process automation (RPA) is expected to play an even larger role in driving business initiatives powered by AI. It's a digital transformation tool that has the potential to revolutionize businesses by automating repetitive tasks, thus freeing employees to do more complex and strategic work.



How RPA Fits into The AI Picture

RPA bots can effectively mimic human actions in carrying out tasks, while AI contributes the machine learning and cognitive computing capabilities. This enables the bots to handle decision-making and problem-solving. The combination of RPA and AI creates a potent strategy for automating and optimizing business processes at greater scale than ever before.

Process Automation and Optimal Efficiency

One of the key reasons many organizations will be incorporating RPA into their AI business initiatives in 2024 is to achieve optimal efficiency. With RPA's capabilities, mundane and repeatable tasks such as data entry, payroll processing, and invoice generation can be automated. This leads to increased productivity, reduced errors, and significant cost savings.

Enhanced Customer Experience

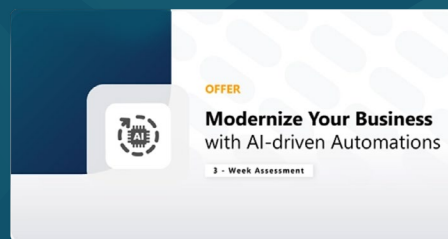
With the rise of AI in customer service, RPA will also play a significant role in enhancing the customer experience. By automating customer service processes, businesses can provide faster responses and more accurate information, leading to improved customer satisfaction and loyalty.

Data Analysis and Business Insights

By integrating RPA with AI's data analysis capabilities, businesses can convert their vast amounts of data into actionable insights. From predicting customer behavior to assessing business performance, these insights will prove vital in informing strategic decisions and driving business initiatives in 2024.

The Role of RPA in Business Scalability

RPA platforms allow businesses to scale their operations quickly and efficiently. When business demand increases, RPA bots can be readily deployed to as many tasks as required without any additional labor costs. This level of scalability and flexibility is particularly crucial in today's fast-paced and ever-evolving business landscape.



[Automation & RPA Envisioning Workshop](#)

Why Hitachi Solutions

The integration of RPA into AI business initiatives will be a significant driving force for many companies in 2024. RPA's potential to increase process efficiency, enhance customer service, provide valuable business insights, and offer scalability makes it an essential tool for any business striving to stay competitive in the age of AI.

Anything sound interesting? If so, contact us today. We are always on hand to discuss how to improve your Power Platform strategy and help you get the most value from your initiatives.



[Contact Hitachi Solutions today to get started!](#)

 **Hitachi Solutions**

global.hitachi-solutions.com