

LEVERAGING MICROSOFT POWER APPS FOR FINANCIAL SERVICES

The dynamic tools that will empower employees
and improve customer experience.
Driving innovation has never been this easy.



THE IMPACT OF COVID-19 ON THE FINANCIAL SERVICES INDUSTRY

There is no doubt that the COVID-19 pandemic has changed our lives, both personally and professionally. As the situation remains volatile and uncertain, we're all learning to adapt and respond as fast as possible, in the best way we know how to keep our economies afloat and our communities safe.

According to Bill Borden, Corporate Vice President of Worldwide Financial Services, "The current implications of COVID-19 on the financial services industry are profound, and the long-term impact on the economy is unclear. As we've been communicating with our banking, capital markets, and insurance customers around the globe, their most pressing priorities are centered around these four key areas:

- Keeping employees safe and productive
- Adjusting operating models and services to support customers and help those who need the most assistance
- Minimising any operational disruption to keep financial services running for businesses and consumers while meeting regulatory and compliance obligations
- Managing risk.

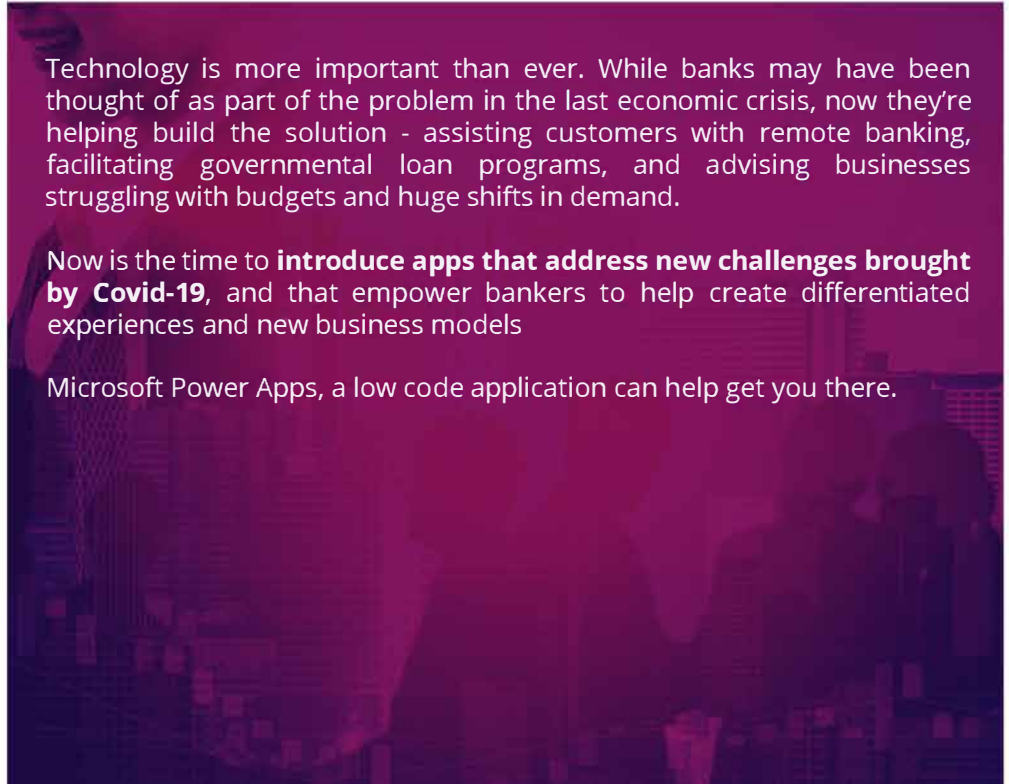
The question is how would one begin to address the challenges faced today?

The answer is simple, by leveraging the key tools at our disposal - technology.

Technology is more important than ever. While banks may have been thought of as part of the problem in the last economic crisis, now they're helping build the solution - assisting customers with remote banking, facilitating governmental loan programs, and advising businesses struggling with budgets and huge shifts in demand.

Now is the time to **introduce apps that address new challenges brought by Covid-19**, and that empower bankers to help create differentiated experiences and new business models

Microsoft Power Apps, a low code application can help get you there.





GOALS IN FINANCIAL SERVICES

We understand that the main goals within the financial services industry currently are:



Improvement of service across channels

It is critical that financial service providers consistently offer the same level of service to customers across all available channels whether it be online, on a mobile device, telephonically or in person.



Increase competitive advantage

There is an increase in competition from FinTechs and challenger banks, therefore financial institutions need to constantly invest in new products, find revenue streams, and discover ways to improve processes.



Enhance customer engagement and gain loyalty

It was found that 63% of consumers say sharing data should deliver personalised products and services.

Here is how financial service organisations can leverage Power Apps to achieve these goals:

There are a lot of manual processes that are extremely time consuming for bankers, distracting them from what they should really be doing: serving customers. These processes can easily be digitised, giving bankers more time to focus on their clients. Pro developers and bankers can work together to produce the solutions that can be really effective.

Your workers are often the people who best understand the problems, assets, and capabilities within your organisation as they come face-to-face with them on a daily basis. When they are equipped with tools that support and encourage innovation, they can often find solutions that solve important problems and create new opportunities, helping you leapfrog the competition and become an industry disrupter.

Many successful institutions today are increasingly leveraging artificial intelligence across the organisation to help provide differentiated customer experiences. Power Apps can be the crucial link to unlock the potential for AI to improve processes, guaranteeing customer experience excellence.

CUSTOMER SUCCESS SNAPSHOTS

This is how Power Apps in Financial Services have made an impact:



EMPOWERED EMPLOYEES

The use of Power Apps helped streamline processes

A global bank used Power Apps to digitise their paper-based process, changing the way they maintained ATMs, significantly improving staff efficiency and customer experience, while lowering costs.



INCREASED INNOVATION

Power Apps helped to discover new revenue streams

One of the world's largest banking and financial services organisations, leveraged Power Apps to build a Cross-Border Tool, ensuring compliance while empowering bankers to sell more products in more regions.



DELIVERED DIFFERENTIATED EXPERIENCES

Rethinking customer flows made easy by Power Apps

Power Apps enabled a retail and commercial bank operating in the UK, to provide a high-quality, contactless welcome experience for customers.



WHAT ARE THE BENEFITS OF LOW-CODE APPS?

Power Apps boasts with a low-code app development capability.

What does this mean?

Power Apps enables anyone from business analysts to professional developers to solve business problems with intuitive visual tools that don't require code. Employees can launch apps right away using prebuilt templates, drag-and-drop simplicity, and quick deployment.

Benefits of low-code app development:

- Increased agility
- Cost savings
- Unrivalled collaboration
- Limitless innovation
- Enhanced insights

What does Microsoft Power Apps low-code enable? **INNOVATION** *Less Code. More Power. Faster Innovation.*



Build highly customised task and role-based applications

Clear the development backlog and start automating manual processes and data collection to solve your most pressing administrative problems.



Intuitive to use and easy to learn for citizen developers

Build apps fast with the market's most intuitive point-and-click approach to app design. Choose from a large selection of templates or start from a blank canvas.



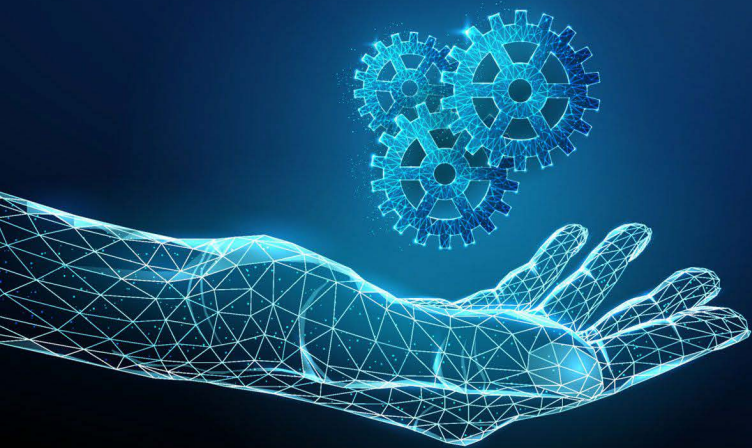
Develop low-code apps and forms that enhance innovation

Power Apps enables a visual approach to building apps, empowering everyone to quickly turn their bright ideas into brilliant apps.



A platform for all your data from a single source of truth

Ensure your data is accurate and up-to-date by leveraging the Common Data Service (CDS) to integrate data from 350+ sources.



THE TRUE VALUE OF POWER APPS IN FINANCIAL SERVICES

Power Apps is a complete platform

Create digital solutions to your financial services challenges

Power Apps greatly reduces the amount of effort and investment required to create custom apps to solve your financial services challenges.

Secure, manageable solutions at scale

Whether you're working with a technology partner, developing in-house, or empowering employees to become citizen developers, Power Apps delivers highly secure, scalable, and manageable solutions.



Get started quickly with pre-built templates for Financial Services



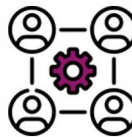
QuickTask

Triage your Outlook emails quickly into plans in Planner. Watch a distribution list and assign tasks - perfect for a service desk or customer inbox.



Contacts

Create, store, manage, and access contact information from an easy, central resource-customise each entry with images, multiple contact methods, and more. This app will connect to your Office 365 account.



Meeting Capture

An all-in-one meeting capture tool. View meeting details, capture notes and pictures of whiteboards, assign tasks and send to all meeting attendees in one click.



Power Apps Training

This is a training app that teaches you the basics of building your own Power Apps applications. With 20+ exercises, each one just taking a few minutes to complete, you will learn how to build your own apps in a hands-on way.

THE TRUE VALUE OF POWER APPS IN FINANCIAL SERVICES

Microsoft Teams + Power Apps for Financial Services



STREAMLINE CUSTOMER-FACING PROCESSES

Manage end-to-end customer-facing processes in Teams to ensure everyone has the right information to mitigate hand-offs - use embedded apps to collect and share data and discuss critical information with Teams chats and channels.



CAPTURE AND DISCUSS CRITICAL DETAILS TO IMPROVE CUSTOMER EXPERIENCE

Gather customer insights while collaborating in Teams during critical custom touch-points - whether processing a mortgage, building an insurance policy, or opening an account - and share learnings in Teams so that everyone has the best practices.



EMPOWER EVERYONE IN THE TEAM TO DIGITISE BANKING PROCESSES

Put the experts in charge of modernising banking with Power Apps and place those solutions where they are already working - in a Teams channel for department specific tools, or on the Teams app bar for system-wide solutions.



POWER APPS IS A FULLY CONNECTED PLATFORM

Leverage the Trusted integrators and connect with Microsoft and third-party solutions and build customer connectors easily.

You can integrate data from 350+ connectors into the Common Data Service (CDS) with enterprise scale security and governance.

Power Apps allows you to leverage the built-in connectors to common FSI 3rd party apps such as:



Asana – Enables teams to manage their projects and tasks in one place.



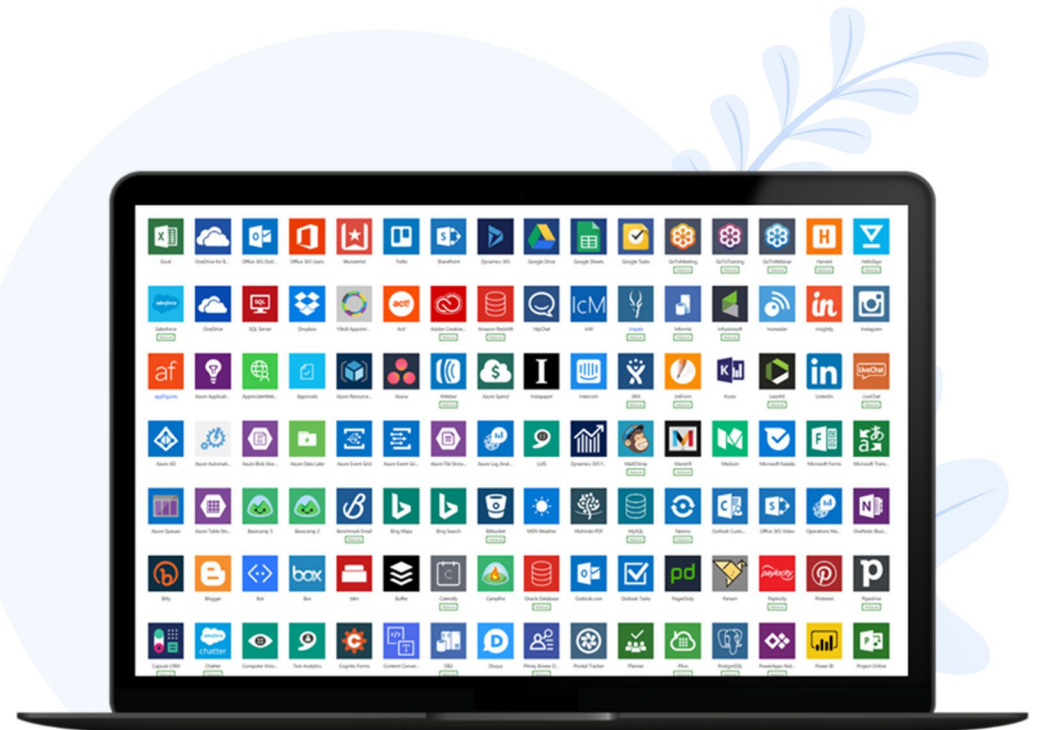
DocuSign – Easiest and most secure way to sign and get documents signed.



Adobe Sign – Incorporate functionality into your favorite applications to create, send, and monitor the status of agreements.



SurveyMonkey – Gather the insights you need to make more informed decisions.





POWER APPS IS A FULLY CONNECTED PLATFORM

Build Faster with a Fully Managed Data Platform

Make it easier to bring your data together and quickly create powerful apps.



Secure

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



Transform

Use 300+ transformations to clean and reshape data.



Support

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



Reuse

Reuse data models across end-user experiences for PowerApps and other frontends.

Built in Governance, Security and Privacy



Identity management and multi-factor authentication for enhanced identity protection and secure guest access.



Built-in information protection and usage analytics with full audit logs, data loss prevention policies and more.



Secure and control data on mobile devices with in-tune mobile application management.



Compliance leadership with 13+ standards including FedRAMP high, HIPAA, EU model clauses, SOC and GDPR.



Manage all aspects - users, apps, usage and settings - in a single admin experience.



DRIVE INNOVATION WITH POWER APPS

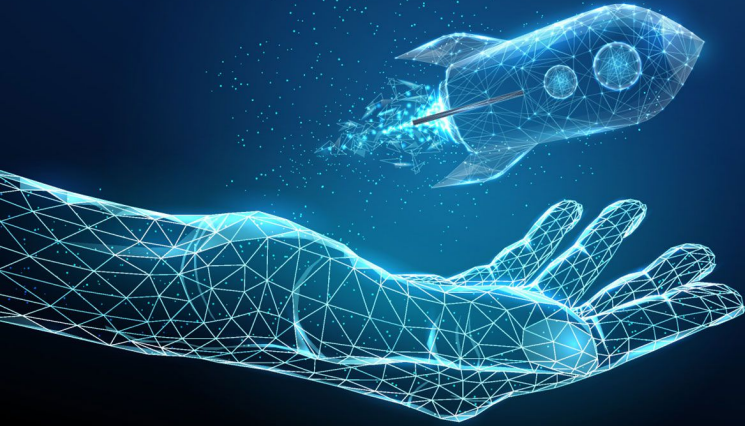
Start innovating and maintain control of your apps by utilising AI Builder and Portals on one end-to-end low-code platform.

Power Apps gives pro developers a tremendous boost. It enables them to create solutions faster and more affordably.

This is a great tool for the most astute developer, here is why:

- Power Apps helps developers save time on repetitive tasks.
- It helps IT partner with bankers while still maintaining control over data and development.
- It democratizes app creation to solve real problems on the front lines, but in a governed and secure way.
- It helps connect seamlessly to business-critical applications and data using a highly secure and scalable interface.
- The use of built-in AI helps to automate repetitive tasks and gain predictive insights.
- It's accessible to both IT and administrative users to reduce analytics bottlenecks and democratise app creation.
- In the world of professional developers, Power Apps can open doors that were previously closed by budget, time and knowledge.





Power Apps portals can enable those inside and outside the organisation

Power Apps makers can create a powerful experience which allows users outside their organisation to sign in with a wide variety of identities, create and view data in Common Data Service, or just browse content anonymously.

Think of a support website that connects customers to borrowing FAQs, or a partner website that streamlines status updates.

Power Apps can help in facilitating:



ENABLEMENT OF DATA INTERACTION

Makers can simply create low-code responsive websites and customise it with pages, layout, and content, and publish to users.

These websites can interact with data stored in the Common Data Service (CDS).



THE PROMOTION OF ENGAGEMENT

Specific populations, such as bankers and clients, can securely engage through your app at scale.



TO ENSURE SECURITY

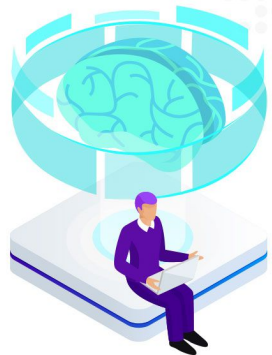
Secure login via authentications like Facebook, Google, and LinkedIn.



FURTHERING INNOVATION WITH ARTIFICIAL INTELLIGENCE

Bring AI to Your Apps with AI Builder

Enhance your apps and business processes with AI that's easy to build and configure within Power Apps.



EMPOWER

AI Builder enables everyone in the organisation - regardless of technical experience - to add AI capabilities to the apps they create and use.



INTUITIVE

Easily build, train and publish AI models without writing a single line of code. Retrain the models quickly until the models meet your business needs.



EXTENSIBLE

Use the familiar tools you already know and love, supported by industry-leading security, privacy, and compliance of Microsoft.



FINANCIAL SERVICES SUCCESS STORY

A global bank that operates in more than 20 African countries has put Digitalisation central to its strategy as it seeks to transform how it operates.

The bank created a centre of excellence based on Microsoft technologies, and by allowing the business units to work more closely with the IT team they are enabled to quickly create apps and solutions in areas such as ATM management - transforming processes, productivity, and efficiency, saving money, and increasing customer satisfaction.

The bank's senior IT management understands that the key to digital transformation is to involve business teams directly, combining their experience with the right technology to continually enhance operations.

The Client Problem

The bank saw the potential of Microsoft Power Apps to solve many of these friction points across the business through time-saving apps that could be developed with a faster, less technical approach that both is more efficient and saves money.

The Enterprise Digitalisation and Productivity Solutions team began talking to key stakeholders within the business about Power Apps, starting with the team in Retail Banking South Africa, which is responsible for 8,000 ATMs and other cash device technologies.

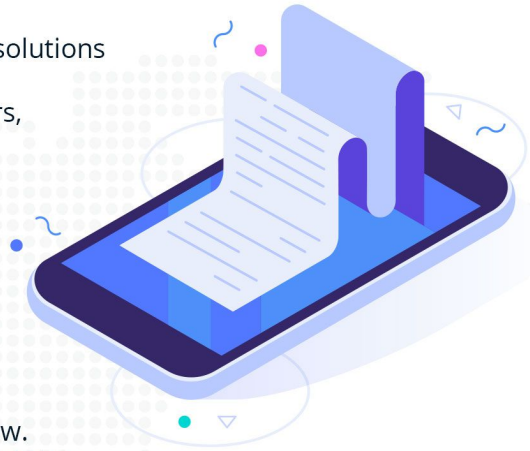
While internal issues such as ATMs running low on cash are flagged through automated alerts, environmental problems such as vandalism, broken screens, and dirty surroundings must be monitored continuously through physical inspections.



FINANCIAL SERVICES SUCCESS STORY

The Solution

Leveraging the speed of developing solutions via Power Apps, the team created a prototype mobile app within 24 hours, which was then tested and refined alongside the business. Today, the app enables the bank's 100 inspectors to record faults and capture images of ATMs on company mobile phones, with data automatically geotagged and automatically saved to SharePoint Online, where it's then routed to the right department using Microsoft Flow. Power BI-based reports provide a real-time view of the ATM estate, allowing staff to drill down to individual devices and monitor trends.



The ROI

Monthly, the bank records 5,000 to 6,000 inspection reports - a process that was previously totally paper-based.

Furthermore, the team has helped business units create more than 50 mobile apps and has seen headcount increase to support the growth in demand. While all the apps are different, they share common themes, such as Cash Onboarding of customers and staff, auditing assets, automating manual processes, and supporting physical events that bank teams organise and attend.



In less than 18 months, Power Apps has driven significant benefits across the bank. With the ATM app, the team has seen digitalisation and greater visibility translate into an improved customer experience, lower costs, greater security, and happier, more efficient staff. Response times for issues such as ATM cleaning and graffiti removal have dropped from weeks to hours. In turn, this has positively impacted Net Promoter Score (NPS) metrics, which have improved significantly year on year. At an operational level, cleaning companies can now be re-allocated so that they are working at the optimum times. Additionally, built-in password security on the phones that inspectors use protects sensitive information, such as pictures of the inside of ATMs.

Because all apps are built in-house, the bank doesn't need to employ outside consultants and can ensure that the apps are focused on genuine business needs.



Empower employees, improve customer experience, and spark innovation today.

TO GET STARTED WITH POWER APPS CONTACT DECISION INC.



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www.decisioninc.com