



# Empowering a Leading Manufacturer to Navigate Challenges by Establishing Power Platform CoE

## Business Context

The organization lacked alignment with a Power Platform and faces challenges such as unidentified app and flow creators, frequent cybersecurity and infrastructure alerts, and a need for Data Loss Prevention (DLP) policies. The company has acknowledged the potential of Microsoft Power Platform in enabling its employees to independently develop solutions, but it has also recognized the necessity for a well-defined approach to govern and support these initiatives.

## Challenges

- ✓ **Unregulated Development:** Employees across departments were creating apps and automation without a standardized approach, leading to redundancy, security vulnerabilities, and integration issues.
- ✓ **Lack of Expertise:** While enthusiastic, many citizen developers lacked the necessary guidance and expertise to build solutions that were scalable, secure, and compliant with company policies.
- ✓ **Data Governance and Compliance:** With the growing number of apps and automation, ensuring data security, privacy, and compliance with regulations like GDPR has become increasingly challenging.
- ✓ **Resource Optimization:** The absence of centralized oversight led to inefficient use of licenses and resources, with significant discrepancies in how different teams utilized the platform.

## Solution

iLink helped the organization in establishing a Power Platform Center of Excellence (CoE) with the following strategic initiatives.

- ✓ Install the Power Platform COE Starter Kit
- ✓ Assess Power Platform Environment & Gather Power Platform Inventory
- ✓ Governance and Policy development
- ✓ Training and Empowerment
- ✓ Community Building
- ✓ Centralized Monitoring and Support
- ✓ Best practices and recommendations



## Outcome

With standardized practices and support, employees could rapidly develop and deploy solutions, significantly reducing the time and improving operational efficiencies. The CoE's governance tools ensured that all Power Platform solutions adhered to data security policies and compliance requirements, mitigating risks associated with data breaches and regulatory penalties. Centralized oversight allowed the organization to better manage licenses and resources, eliminating waste and ensuring that investments in the Power Platform delivered maximum value.