Microsoft

ISD CSA – Biz Apps

Business Process Transformation with Low Code & AI

Reimagine and streamline your business processes by designing, building, and scaling automation and AI-powered solutions – leveraging low-code platforms for faster, more agile delivery.

Why it matters?

Organizations that embrace the transformative power of AI, including Copilot, Agentic AI, Power Platform, Process Mining, and Robotic Process Automation (RPA), can significantly accelerate their business process transformation journey. Microsoft's AI-Driven Business Process Transformation approach empowers companies to reimagine and streamline operations by automating complex workflows, enhancing employee experiences, and improving decision-making across departments.

This offer empowers organizations to harness the full potential of Microsoft's AI Business Process Transformation capabilities—integrating Agentic AI and Low Code—to rapidly automate complex business workflows. By streamlining operations, minimizing manual errors, and enhancing both employee and customer experiences, this approach drives measurable efficiency gains and accelerates digital innovation.

Outcomes

Enrich Employee Experiences

Reduce call volumes and improve time to resolution with intelligent bots

Reinvent Customer Engagement

Increase employee efficiency/productivity

Deliver personalized experiences across channels to build loyalty

Reshape Business Processes

Eliminate silos and reduce overhead by consolidating systems

Bend the curve on Innovation

Improve time to market. Empower AI Agents with real-time tools to handle interactions faster and smarter

Start small or go all-in—our modular approach grows with your needs

Capabilities and Offer Overview

This offering goes beyond the implementation of Microsoft technologies—it is designed to help organizations understand the business drivers, strategic frameworks, and transformation techniques that underpin AI Business Process Transformation. Through a structured approach grounded in Microsoft's Discovery Workshop, we guide customers in aligning automation initiatives with their most critical business outcomes. Our experienced consultants and partners are business-first technology specialists who collaborate across business segments to identify high-impact opportunities for AI-driven process transformation.

Meet the challenges of AI Business Process Transformation across the enterprise

Business Process Transformation with Low Code & AI

- Reduce FTE's where needed
- Infuse AI into all processes
- Reduce the number of IT Vendors
- Modernize all End-to-End Processes
- Use the power and scale of the Cloud
- Drive down operational costs
- Reduce IT Costs
- Extend digital transformation across the enterprise
- Unblock business process automation
- Drive innovation across the enterprise

Add On Offers

- AI/ML based Finance Portfolios
- Risk, Asset management, and Tax Solutions

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The End State

Low-Code Applications
Enterprise Applications
Secured Web Portals
Mixed Reality Experiences
Intelligent Chatbots
Self-Service Analytics
Communication Tools
Core Business Applications
Collaboration Tools

Robotic Process Automation (RPA)
Digital Process Automation (DPA)
Artificial Intelligence (Copilot)

User Experiences
Process Automation
Data and Services

Business Process Management (BPM)
Process Mining
Task Mining

Productivity Suite Data
Core Business Data
Cloud Services and Storage
Legacy On-premises Data
Modern Data Service
750+ Connectors

How We Engage

Discovery Workshops
Identify the AI Business Process transformation vision, goals, and measurable objectives

Statement of Work
Prepare a statement of work based on agreed scope based and approach

Review and Prepare
You review the statement of work and prepare the dependencies and prerequisites for the delivery to start

Deliver
The delivery team begins works with your team to create a Proof of Concept or to design and implement a Pilot solution

Benefits

Our experts will understand your business needs, work with you to adopt just the features and services you need throughout your journey so you can deliver the AI Business Process Transformation across your enterprise.

Drive the Vision and Value of your AI Business Process Transformation across the enterprise

Implement the AI Business Process Transformation with Low Code & AI with your team to ensure you can understand and manage the platform on your own

Enable and Extend (scale) the AI Business Transformation experience across the organization with enablement services

Next steps

Discover how to drive AI Business Process Transformation across your organization by joining us at the Microsoft Technology Center. Begin your journey with the Discovery workshop and turn strategy into action.

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