Challenges:

The client heavily relies on Power Platform tools (Power BI, Power Apps, Power Automate) for data analysis, report generation, and decision-making support. They faced challenges related to:

- **Performance Issues:** Frequent report refresh failures in Power BI.
- **System Outages:** Unplanned downtimes affecting productivity.
- **Support Delays:** Delayed responses to support requests.
- **Escalating Costs:** Increasing costs associated with maintaining the platform.

In response, the client optimized its approach to Power Platform tools support by engaging Guddge LLC as their support partner.

Strategies Implemented:

Comprehensive Support Framework:

- **Collaboration:** Worked with the client's analytics leads to establish a tailored support framework for Power Apps, Power BI, and Power Automate.
- **Defined Roles:** Clarified roles and responsibilities for the support team to ensure accountability and efficient incident resolution.
- **Feedback Channels:** Established open communication channels with end-users to gather feedback and address concerns promptly.
- **Ticketing System:** Leveraged a ticketing system to streamline the reporting and resolution of issues within defined SLA timelines.

Implementation and Deployment:

- **Re-architected Environments:** Adjusted environments based on application demand.
- **Collaboration with IT Teams:** Worked with various client IT functional teams to ensure smooth migration (replication of exiting reports from other environments/applications as well as sunsetting them) and integration of Power Apps, Power BI, and Power Automate.
- **Data Pipelines:** Collaborated with data engineering teams to establish data pipelines and workflows to provide reportable data and automate processes.

Proactive Monitoring and Maintenance:

- **Monitoring:** Proactively monitored report refreshes and automated workflows to identify and resolve failures.
- **Regular Maintenance:** Scheduled regular maintenance activities to keep the Power Platform tools up-to-date and optimized, including annual upgrades.
- **Issue Resolution:** Troubleshot and resolved issues encountered by developers and users across Power Apps, Power BI, and Power Automate.

Data Governance and Security:
- **Security Features:** Utilized Power Platform security features to control user access, protecting sensitive information and maintaining data confidentiality.
- **Active Directory Integration:** Leveraged Windows Active Directory (AD) groups to grant object access, allowing AD group owners to manage permissions for their users and developers.
- **Compliance and Audit Trails:** Ensured compliance with industry standards and implemented audit trails to track changes and access to sensitive data.

Results and Benefits:
- **Optimized Report Refresh Rates**: Implemented advanced data modeling techniques in Power BI to enhance report refresh rates, reducing average refresh time by 40%.
- **Streamlined Workflows**: Developed Power Automate workflows that eliminated redundant processes, cutting down operational bottlenecks and saving 25% in processing time.
- **Comprehensive Training Programs**: Delivered tailored training sessions for users, leading to a noticeable increase in user proficiency and independence in managing Power Platform tools.
- **Efficient Resource Utilization**: Re-engineered environments to optimize resource allocation, resulting in a 25% reduction in operational costs.
  - Leveraging Power BI Dataflow to cache data similar to a Azure Data Lake Storage. Clients were able to redirect their reporting and application pipelines to dataflows instead of repeatedly querying the original data source. Reducing server usage and ultimately reducing costs.
  - Routing API calls through dataflows and storing the data for ease of consumption reduces costs related to API usage.
- **Custom Power Apps Implementation**: By creating custom applications with Power, client was able to eliminate contracts and subscriptions to third-party tools, various subscription services, and costly addon packages from vendors. On average, this has freed up 48% of their software and licensing budget, allowing for more strategic investments.
- **Significant Savings:** Achieved significant cost savings in providing platform support by engaging Guddge LLC's offshore team.