



HexaCorp

POWER APPS & COPILOT

Driving Enterprise Agility Through Intelligent

PROCESS MODERNIZATION

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Driving Enterprise Agility Through Intelligent Process Modernization

According to Microsoft, employees spend nearly 60% of their workday on communication, meetings, and information gathering, leaving limited time for high-value work.

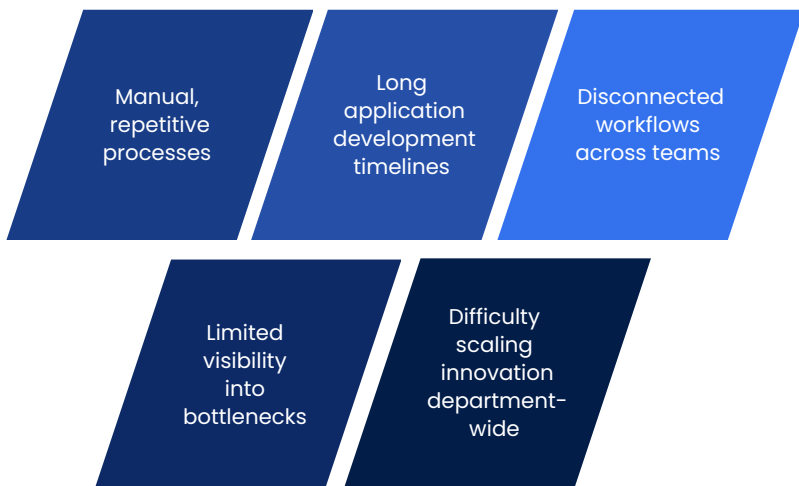
At the same time, Gartner predicts that 70% of new enterprise applications will use low-code or no-code technologies by 2028, highlighting the growing shift toward faster, more agile development.

Enterprises face rising pressure to modernize without long build cycles or system disruption.

The real challenge isn't just replacing legacy systems but finding faster, more adaptive ways to fix broken workflows while keeping teams productive throughout the transition.

Explore how enterprises can leverage low-code development and AI-assisted productivity to modernize business processes, improve operational efficiency, and build a more agile organization.

Common blockers show up the same way across industries:



Power Apps + Microsoft Copilot let teams build smarter workflows, cut development effort, and move faster at scale without the multi-quarter wait or the disruption of a full system overhaul.

Why This Combination Works	
Power Apps	Visual, low-code app building for business and IT teams alike
Microsoft Copilot	AI assistance embedded directly into daily workflows
Together	Faster builds, smarter automation, and less manual overhead

Why Traditional Process Modernization Often Moves Too Slowly

Many modernization initiatives begin with ambitious goals but quickly encounter delays due to complex architectures, legacy dependencies, and resource constraints. Traditional development models often struggle to deliver the speed required for today’s business environment.

Common barriers include:

- Lengthy software development lifecycles
- Heavy dependence on specialized development teams
- High maintenance costs for legacy applications
- Multiple disconnected business systems
- Slow response to changing business requirements

Conventional development cycles stretch even simple internal tools into months-long builds.

Manual processes add operational friction and duplicated effort along the way, and the gap keeps widening as business units demand agility faster than IT can supply it.

Understanding the Shift Toward Low-Code and AI-Driven Innovation

Organizations are moving beyond traditional software development by combining low-code platforms with AI-powered productivity tools. This approach accelerates solution delivery while reducing technical complexity.

Why organizations are embracing low-code and AI:



Microsoft Power Apps enables business users and developers to build secure applications using visual development tools, while Microsoft Copilot introduces AI assistance for creating applications, generating workflows, summarizing information, and simplifying everyday tasks.

According to Microsoft's 2024 Work Trend Index, 75% of knowledge workers now use AI at work, reflecting the rapid adoption of AI-powered productivity tools across enterprises.

However, speed alone isn't enough. Successful organizations balance innovation with governance by establishing security policies, application standards, and responsible AI practices from the outset.

Identifying High-Impact Opportunities for Business Process Transformation

Not every process should be modernized first. Organizations achieve the greatest returns by focusing on workflows that are repetitive, time-consuming, and deliver measurable business outcomes.

High-value modernization opportunities:

Business Area	Transformation Opportunity
Finance	Invoice approvals, expense management, procurement workflows
Human Resources	Employee onboarding, leave requests, policy acknowledgments
Operations	Asset management, inspections, service requests
Customer Service	Case management, escalations, feedback collection
Sales	Lead approvals, opportunity tracking, contract workflows

Prioritize initiatives that:

- Reduce manual effort
- Improve employee productivity
- Eliminate process bottlenecks
- Increase operational visibility
- Deliver measurable ROI

Successful modernization also requires cross-functional collaboration. Business teams understand operational pain points, while IT ensures applications remain secure, scalable, and integrated with enterprise systems.

Reimagining Business Workflows with Power Apps and Copilot

Power Apps and Copilot are redefining how organizations design, automate, and optimize business processes. Instead of relying on months of development, organizations can rapidly create intelligent applications that streamline work across departments.

Power Apps simplifies application development by enabling:

- Rapid low-code application creation
- Mobile and web experiences
- Integration with Microsoft 365, Dynamics 365, SAP, SQL Server, and hundreds of enterprise connectors
- Secure enterprise data management through Microsoft Dataverse

Microsoft Copilot enhances business processes by:

- Generating applications from natural language prompts
- Assisting with workflow creation
- Summarizing business information
- Drafting content and responses
- Accelerating decision-making through AI insights

Together, Power Apps and Copilot help organizations:

- Build applications faster
- Automate approvals and workflows
- Improve collaboration across teams
- Reduce repetitive manual work
- Deliver faster business outcomes

Modern business process modernization is no longer about replacing systems, it is about empowering employees with intelligent tools that continuously improve how work gets done.

Low-code app creation cuts engineering dependency, while embedded AI assistance brings contextual help directly into daily processes. Together, they improve collaboration and decision-making and shrink the lag between a decision and its execution across teams.

Forrester's commissioned study on Microsoft 365 Copilot in Teams found organizations became 15% to 25% more productive during meeting-related activities, with projected ROI as high as 408% over three years.

Accelerating Productivity Through Intelligent Automation

Intelligent automation enables organizations to streamline repetitive tasks, improve decision-making, and enhance employee productivity without increasing operational complexity.

By combining Power Apps, Power Automate, and Microsoft Copilot, organizations can automate workflows while keeping employees focused on strategic, high-value work.

According to McKinsey, 60–70% of employees’ activities have the potential to be automated or augmented using current AI technologies, creating significant opportunities to improve efficiency across business functions.

How Intelligent Automation Creates Business Value:

Business Challenge	How Power Apps & Copilot Help
Repetitive manual tasks	Automate approvals, notifications, document routing, and routine data entry.
Slow access to business information	Surface relevant data, summarize documents, and provide AI-assisted insights within everyday workflows.
Limited process visibility	Enable real-time dashboards, workflow tracking, alerts, and operational reporting for faster decision-making.
Scaling business operations	Standardize processes using reusable applications and automated workflows that can be deployed across departments.

How Intelligent Automation Creates Business Value:

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Excel Copilot features reportedly improved financial modeling workflows by 30% to 40% during enterprise pilot programs.

Establishing Governance for Sustainable Innovation

Rapid innovation must be supported by strong governance. Without clear policies, organizations risk application sprawl, inconsistent security practices, compliance gaps, and uncontrolled AI usage.

A governance-first approach enables organizations to scale low-code development responsibly while maintaining enterprise standards.

Governance Priorities:

Governance Area	Best Practice
Security & Compliance	Protect enterprise data with role-based access, encryption, Data Loss Prevention (DLP) policies, and regulatory controls.
Application Governance	Standardize development through reusable templates, environment management, and Application Lifecycle Management (ALM).
Responsible AI	Define policies for AI usage, prompt governance, human oversight, and transparency in AI-assisted decisions.
Operational Visibility	Monitor application performance, usage, security, and adoption through centralized dashboards and analytics.

Organizations that establish governance early can innovate confidently while minimizing operational and compliance risks.

Visibility across applications and workflows prevents shadow IT from creeping in, and a clear responsible AI/low-code policy keeps citizen development accountable.

Done well, governance doesn't slow innovation down. It lets an organization scale dozens of apps confidently instead of freezing after the first pilot, balancing speed with control rather than sacrificing one for the other.

Building a Culture of Continuous Process Improvement

Sustainable modernization requires a culture where employees continuously identify opportunities to improve processes, automate repetitive work, and share successful practices across the business.

Organizations that empower business users while providing IT oversight are better positioned to scale innovation.

Key Success Factors:

- Encourage employee-led innovation through citizen development.
- Expand successful applications across departments using reusable components.
- Strengthen collaboration between business teams and IT.
- Continuously collect feedback and optimize applications based on business needs.

Employee-led innovation surfaces frontline problems fastest, and scaling the use cases that work multiplies ROI across departments. None of it holds without close IT-business collaboration and feedback loops that keep optimization continuous rather than one-time.

Creating a Roadmap for Scalable Business Process Modernization

Modernization is most successful when guided by a structured roadmap rather than isolated initiatives. Organizations should prioritize quick wins while building a scalable foundation for long-term transformation.

A Four-Step Modernization Roadmap:

Assess	Identify high-impact workflows, process bottlenecks, and modernization opportunities.
Modernize	Build low-code applications, automate workflows, and integrate existing enterprise systems.
Govern	Establish security, compliance, lifecycle management, and responsible AI policies.
Scale	Expand successful solutions across departments while continuously measuring performance and business value.

Following a phased approach enables organizations to reduce implementation risk, accelerate adoption, and maximize return on investment.

Conclusion: From Process Modernization to Enterprise Agility

Power Apps and Copilot together turn modernization from a multi-year overhaul into an ongoing, low-risk discipline. Organizations that pair low-code speed with real governance don't just ship faster apps; they build the operational agility to keep adapting as business needs to shift.

The enterprises pulling ahead aren't the ones chasing every new AI feature. They're the ones treating Power Apps and Copilot as a repeatable modernization engine with one pilot, one governance win, and one department at a time, until fast, adaptive workflows become the default way the business operates

