

Meet today's team



Nicolai Worsøe

Head of Sales



Nicolai Schjørmann

Senior Consultant



Stefan Poulsen

Business Consultant



Benjamin Truelsen

Senior Consultant



Marlene Fledelius

Marketing Coordinator

Official and Certified

Power Platform Partner



Inspire, Lead and Service



14
countries



+700 Clients in
23 Countries



+500
employees



+400.000 hrs/p.a.
Profitable in 2020
despite of COVID-19



Microsoft
Dynamics CE/FO, Azure
& Power Platform

2020/2021
INNERCIRCLE
for Microsoft Business Applications

Member 11th
consecutive year



100% Managment
Owned



Customer Case

A company in the **Housing industry** selling 4-6.000 homes a year. 600 existing Microsoft Dynamics users.



In the last handover inspection of a home the list of defects was written down on paper. This made the collaboration with the different craftsmen cumbersome and error-prone.



250 hours to build a mobile app for the inspector to create a case per defect and assigning it to the relevant craftsman. The case is also added to a portal for the craftsmen to see their tasks and report progress.



Saves 2.500 hours a year for the inspectors based on 5 minutes per 30.000 cases.



- Improved supplier relationship due to better defect documentation via images.
- Improved customer satisfaction due to less rework and misunderstandings.
- No paper or printer costs and better for the environment.
- The craftsmens employee satisfaction has increased.

Customer Case

A company in the **Healthcare Insurance industry** handling 140.000 cases per year. 700 existing Microsoft Dynamics Customer Engagements users.



Manual process for handling invoices involving paper and 3 employees.



50 hours to build an automation flow using their existing SharePoint site and Outlook accounts.



40% less time spent handling invoices every month.



- Improved quality and speed in the invoice handling.
- Improved traceability due to digitalization.
- No paper or printer cost and better for the environment.
- Increased employee satisfaction.

Microsoft Power Platform

One low-code platform that spans Office 365, Dynamics 365, Azure and standalone applications

Dynamics 365



Office 365



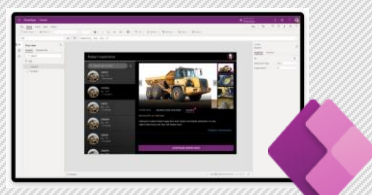
Azure



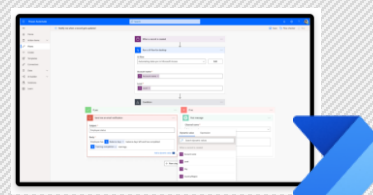
Your business apps & data



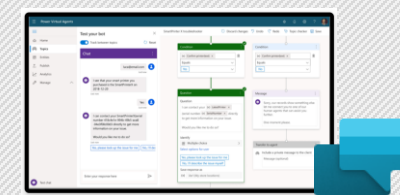
Power BI
Business analytics



Power Apps
Application development



Power Automate
Workflow automation



Power Virtual Agents
Intelligent virtual agents



Dataverse



Portals



Data connectors



AI Builder

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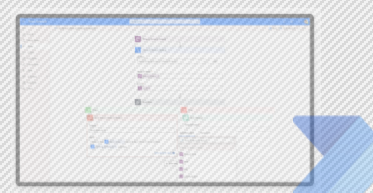
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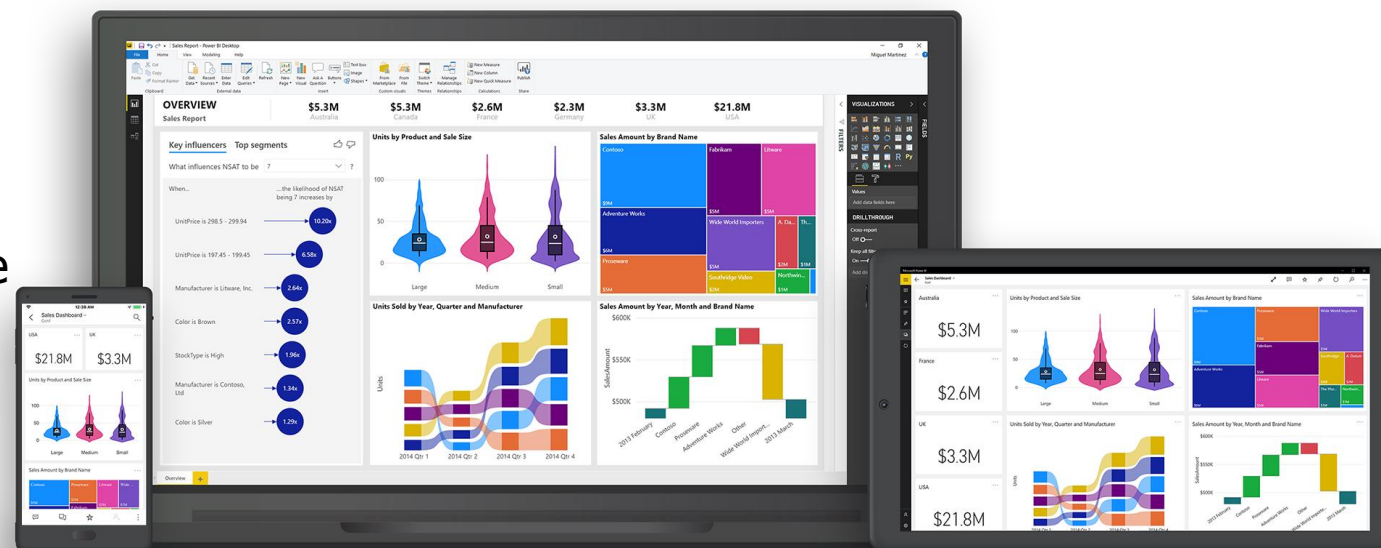
Data connectors



AI Builder

Experience your data with Power BI

- Make sense of your data with ease, and drive quick and confident decisions across your organization
- Reduce the amount of time spent in data prep and spend more time getting answers with AI-driven insights
- Remove the complexity of managing multiple analytics solutions with a single, unified platform that gives every employee access to insights





Anatomy of a dashboard

Any data

Connect to any data source to find the best insights and answer tough business questions.

Share insights with anyone

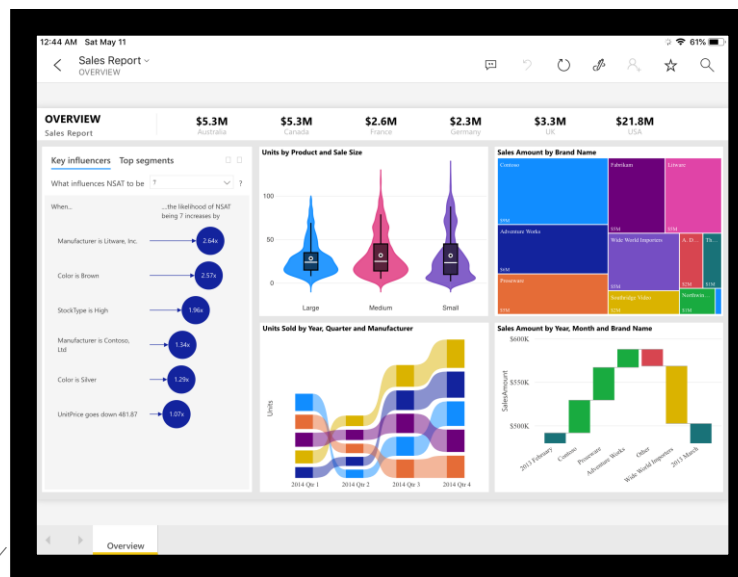
Share on prem, in the cloud, and mobile devices; even with those outside your organization

Seamless integrations

Directly integrated with Power Automate, Power Apps, Microsoft Teams, Office 365, Dynamics 365 & Azure

Extensibility model

No limits. Embed insights into everyday user apps to build a data culture throughout your org



WYSIWYG design experience

PowerPoint like pixel perfect drag and drop design experience. Start from a template, report is running with live data as you build it

Data visualizations

Select from hundreds of data visualizations or build your own to bring your data story to life

Native intelligence

Ask questions of your data, deliver automated insights; all visualized in the context of your business

Big data support with Azure

Leverage Azure Data Services like Data Lake and SQL Data Warehouse to optimize analysis big data

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Dynamics 365



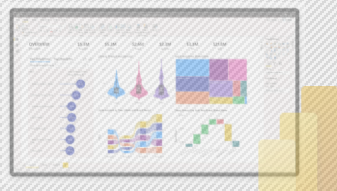
Office 365



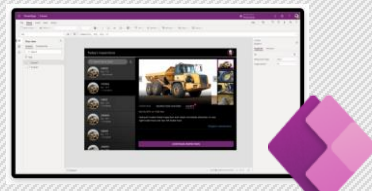
Azure



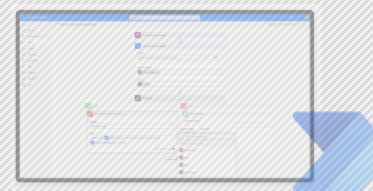
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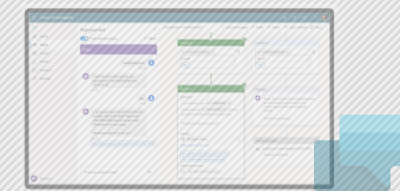
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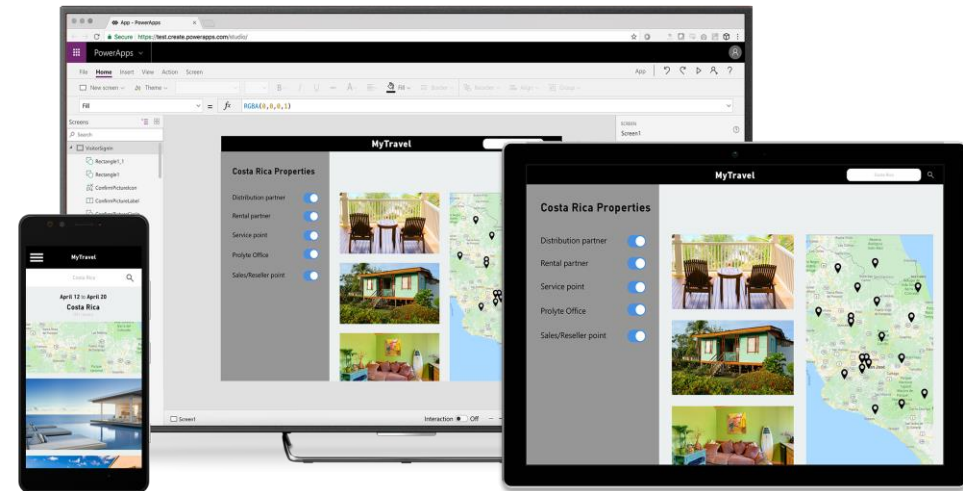
Data connectors



AI Builder

Build apps for web and mobile with Power Apps

- Easily build web & mobile apps with a full featured low-code/no-code development experience
- Empower business users to solve their own problems and easily share apps while maintaining security & governance
- Pro developer extensibility enables a “no limits” platform that spans business users to professional developers





Anatomy of an app

Any platform support

Supports all major platforms and gives native access to device capabilities like camera, GPS, pen & ink

Share apps like documents

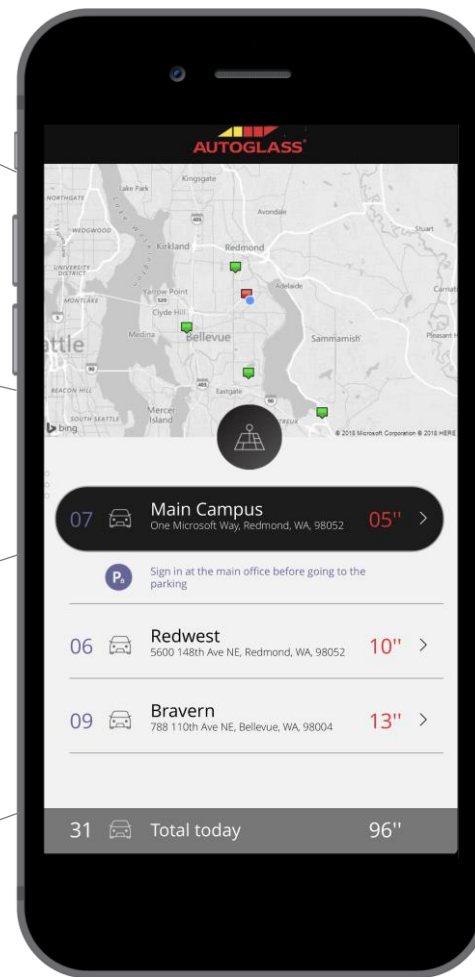
Share your app with 3 clicks and an email address. It's pushed to mobile devices in seconds

Seamless integration

Directly integrated with Power Automate, Power BI, Microsoft Teams, Office 365, Dynamics 365 & Azure

Extensibility model

No limits. Get a pro-dev to build you a control or connector if you need something custom



WYSIWYG design experience

PowerPoint like pixel perfect drag and drop design experience. Start from a template, app is running with live data as you build it

Data connectivity

Connect to over 400 services and apps with built-in connectors for everything from Adobe, to ZenDesk, to on-prem

Built-in data platform

Use Dataverse to store app data in a standardized Common Data Model

App logic

If you can understand formulas in Excel you can add logic to your Power App. Leverage AI Builder to democratize AI in your org

Microsoft Power Platform

One low-code platform that spans Office 365, Dynamics 365, Azure and standalone applications

Dynamics 365



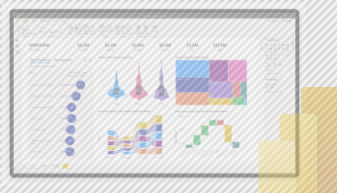
Office 365



Azure



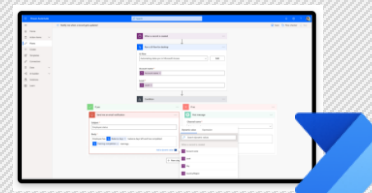
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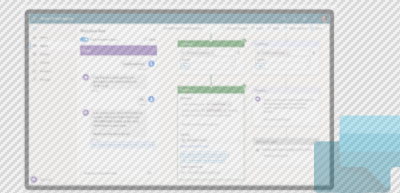
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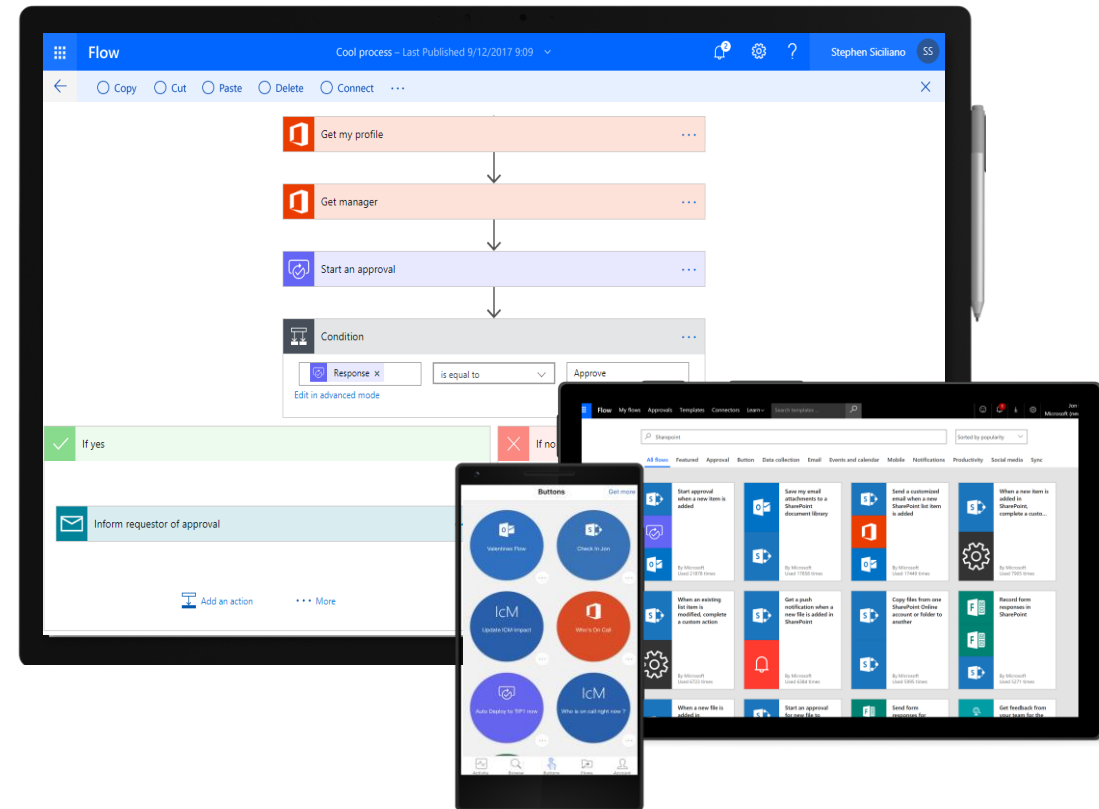
Data connectors



AI Builder

Automate and integrate business processes with Power Automate

- Model business processes and automate workflows and your apps and services
- Deep and broad, from simple individual automation to advanced org scenarios with branches, loops, and more
- Trigger actions, grant approvals, and get notifications right where you work



Anatomy of a workflow

Any platform support

Supports all major platforms, available on the web or with mobile on the go

Share flows like documents

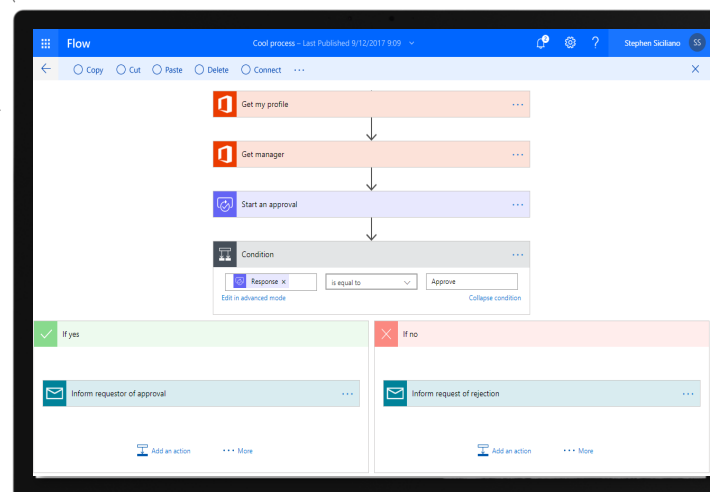
Share your flow with 3 clicks and an email address. It's pushed to users in seconds

Seamless integration

Directly integrated with Power Apps, Power BI, Microsoft Teams, Office 365, Dynamics 365 & Azure

Extensibility model

No limits. Automate advanced scenarios with multiple steps, branching conditions and more. Synchronize files between 1st and 3rd party systems seamlessly



WYSIWYG design experience

PowerPoint like drag and drop design experience. Start from a template, flow is running with live data as you build it

Data connectivity

Connect to over 300 services with built-in connectors for everything from Adobe, to ZenDesk, to on-prem

Built-in data platform

Use the Dataverse to store app data in a standardized Common Data Model

Logic and automation

Build flows that monitor and execute actions, leverage AI Builder to democratize AI, send emails automatically, notify people in processes

Microsoft Power Platform

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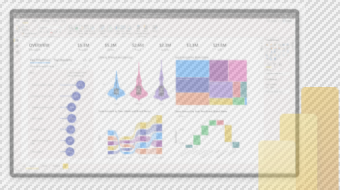
Office 365



Azure



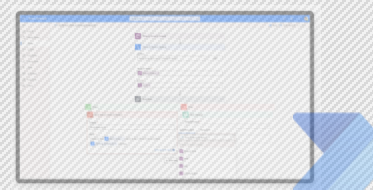
Your business apps & data



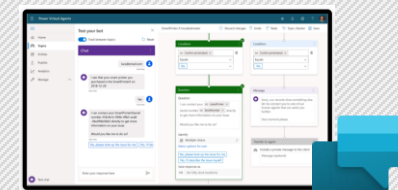
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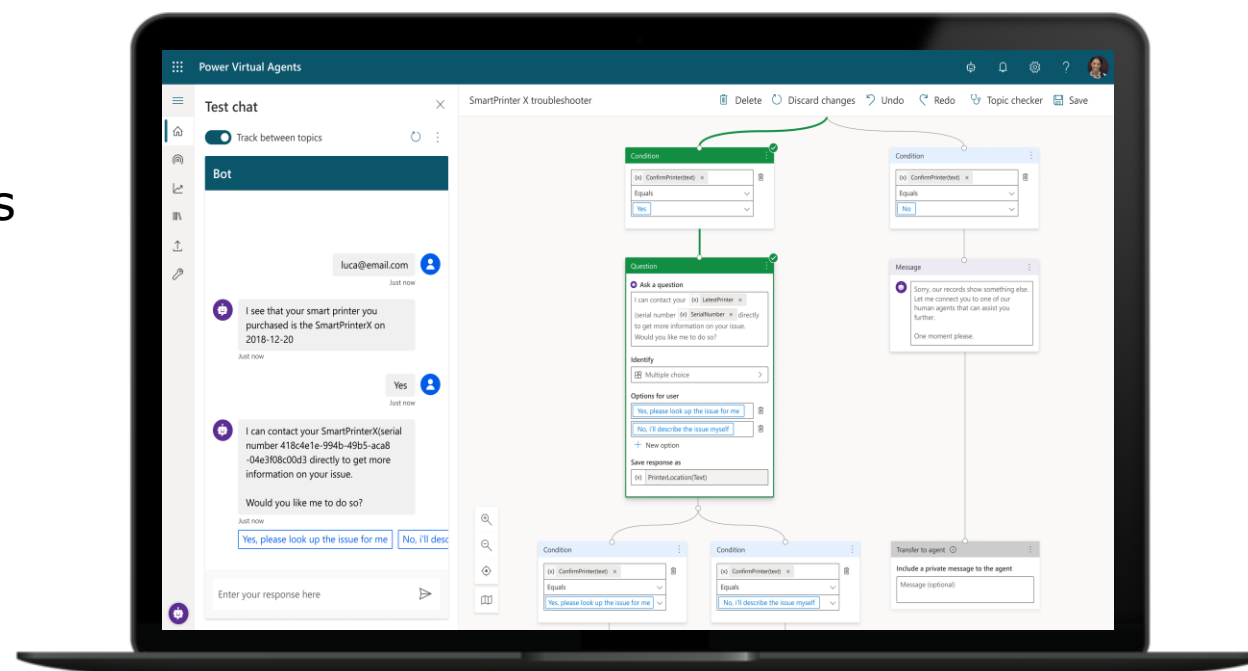
Data connectors



AI Builder

Build Intelligent no code chatbots with Power Virtual Agents

- Empower your subject matter experts to easily create powerful bots using a guided, no-code graphical interface.
- Engage with customers and employees conversationally.
- Point PVA to your website, and our AI will automatically build topics to get started with.
- Connect to your backend systems using hundreds of connectors that come with Power Platform.

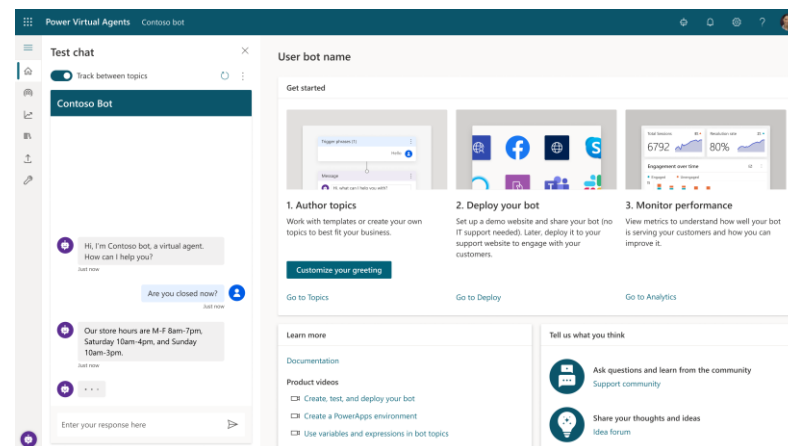


Anatomy of a Virtual Agent

Create chatbots using simple, graphical interface

Extract starter topics from FAQs websites, etc.

Author rich topics with slot filling, variables, entity extraction, dynamic dialog and more



Monitor and continuously improve chatbot's performance using AI and data driven insights available in an easy-to-read dashboard

Deploy chatbot to a website, any Azure Bot Framework channel or integrate it within a Power App

Extend your chatbot with Microsoft Azure Bot Framework Skills for complex scenarios

Today's product

Today you will be building an app using the highlighted parts of Power Platform below:

Dynamics 365



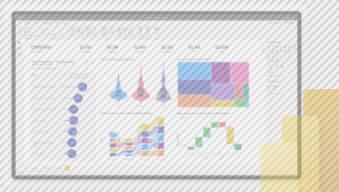
Office 365



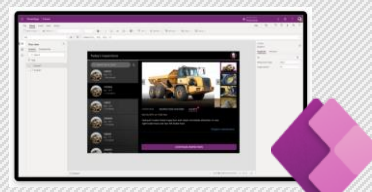
Azure



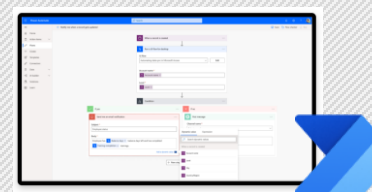
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Dataverse



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Data connectors



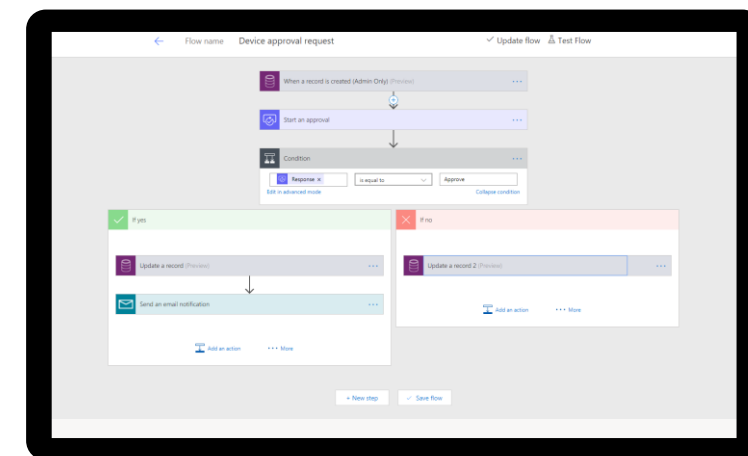
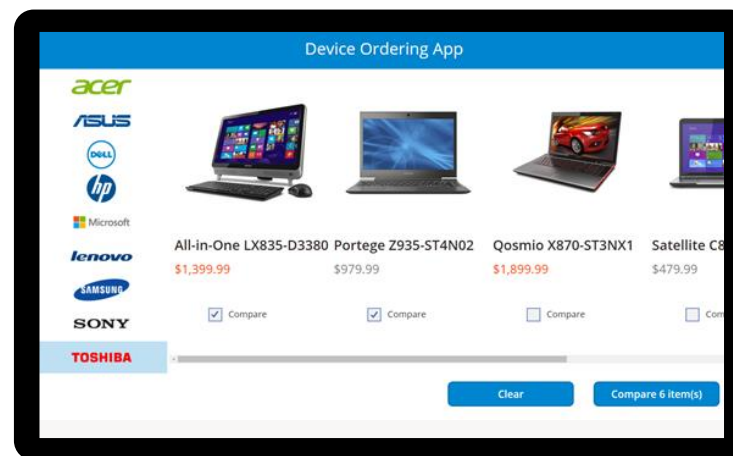
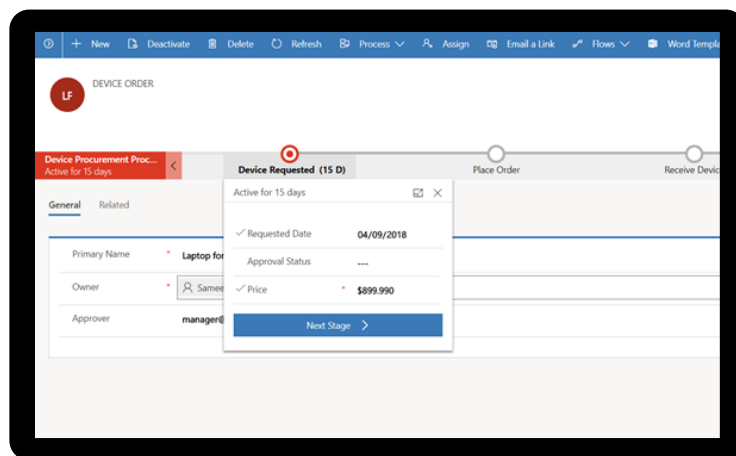
AI Builder

Business scenario

Imagine an organization where every three years employees go through a hardware refresh cycle

We will streamline the device order, procurement and approval process and view aggregate reports

The employee-facing device ordering app needs to run in a web browser and on mobile devices



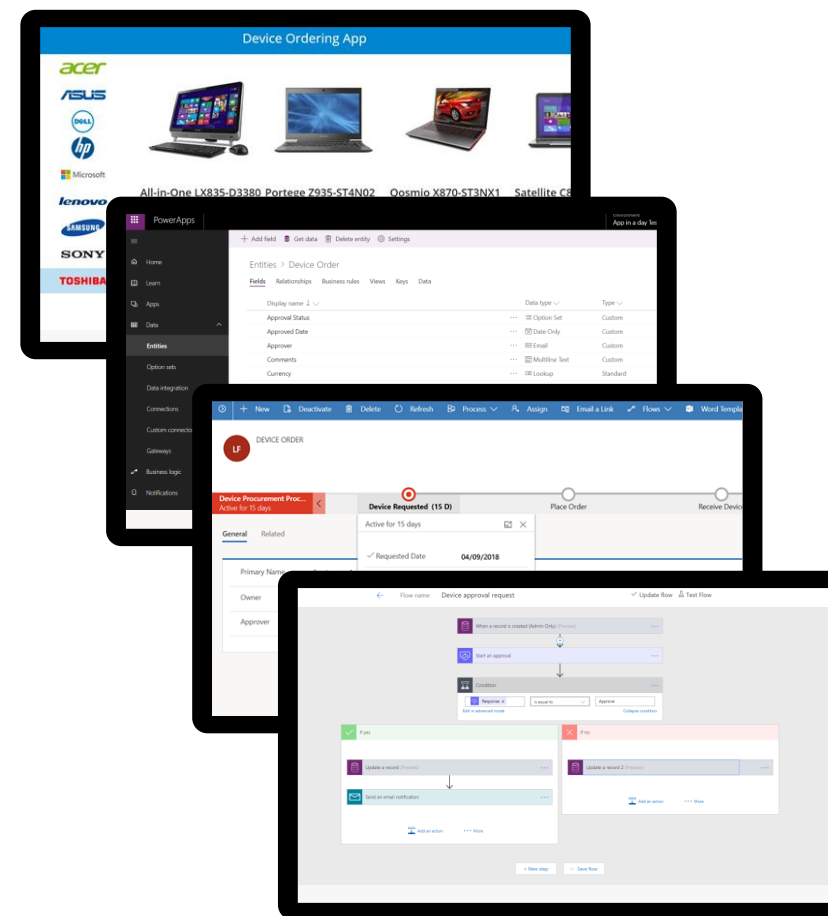
Lab objectives

Build a **Power Apps Canvas App** for employee facing device ordering experience.

Use **Dataverse** to store the device orders in the cloud.

Build a **Power Apps Model-driven app** to complete the procurement process.

Use **Power Automate** to build an approval workflow for device approval.



Lab content

Package: <http://aka.ms/appinaday>

Unzip the package on your local machine | Follow instructions from 01 – 04 .pdf files



Contains 4 modules with a lab doc for each:

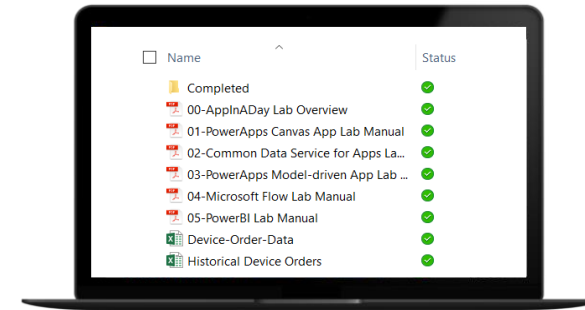
- 01-Power Apps Canvas App
- 02-Dataverse
- 03-Power Apps Model-driven App
- 04- Power Automate



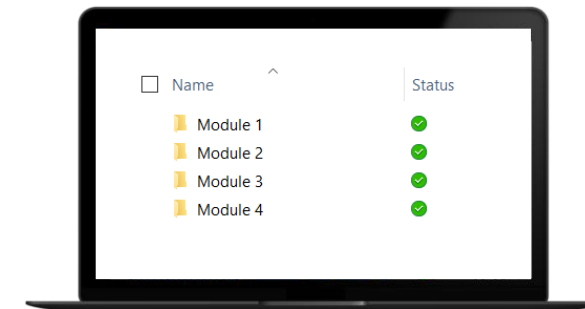
Completed Modules:

- The \Completed folder contains solution packages that you can import.
- e.g. To work on Module 4 without completing previous modules -> see \Completed\Module3.

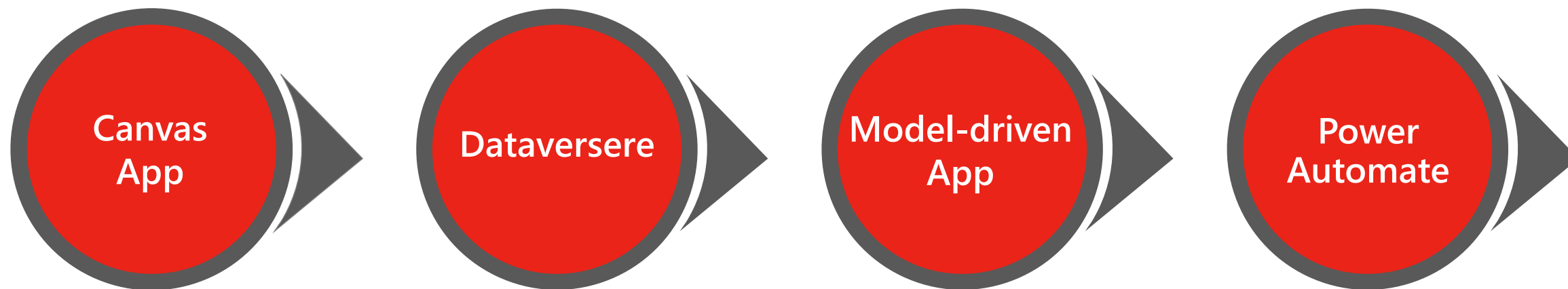
Lab docs:



Completed modules:



Lab overview

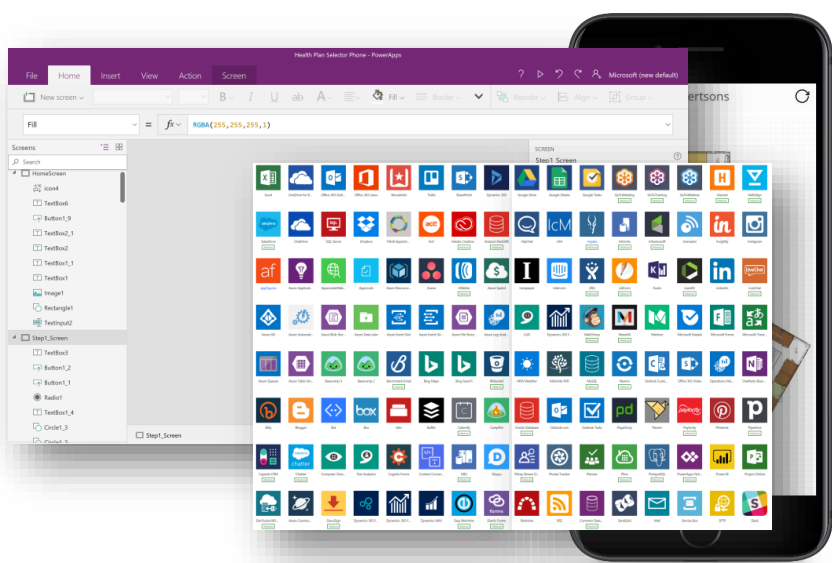




Module 1: Introduction

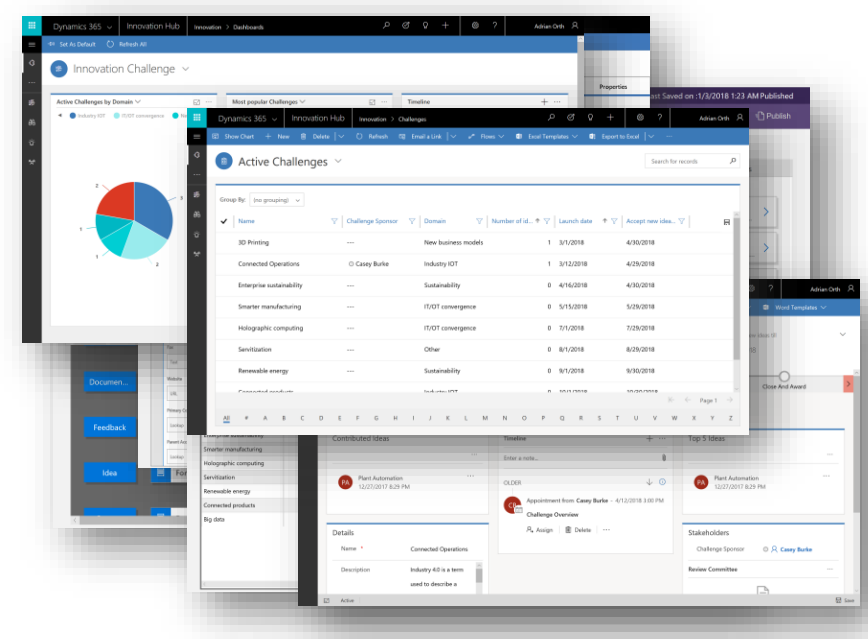
Power Apps Canvas App

Starting with Power Apps



Canvas apps

- Start with user experience
- WYSIWYG designer
- Task-based & role-based apps
- Mash-up data from 400+ sources

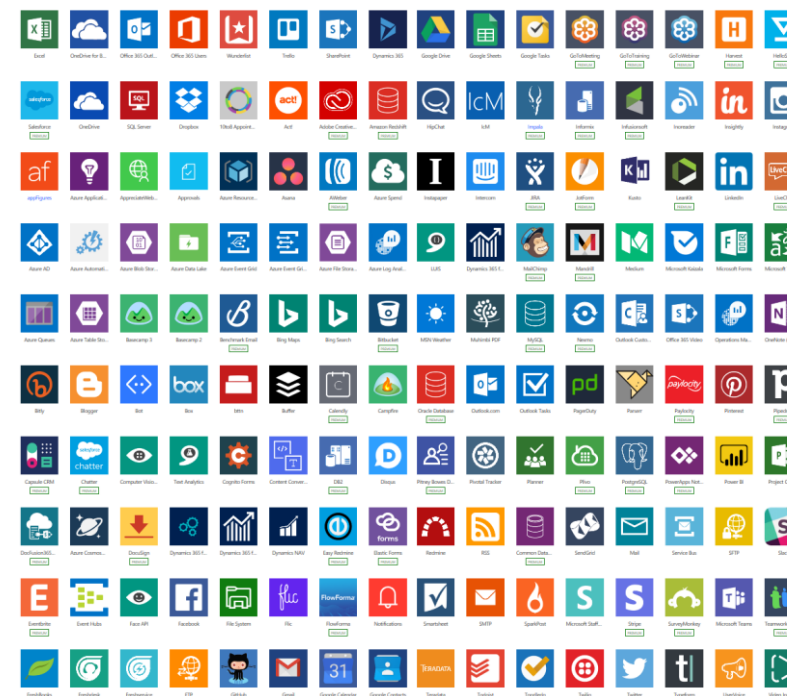


Model-driven apps

- Built on Dataverse
- Start with a data model, relationships, and business processes
- Build End-to-End business applications

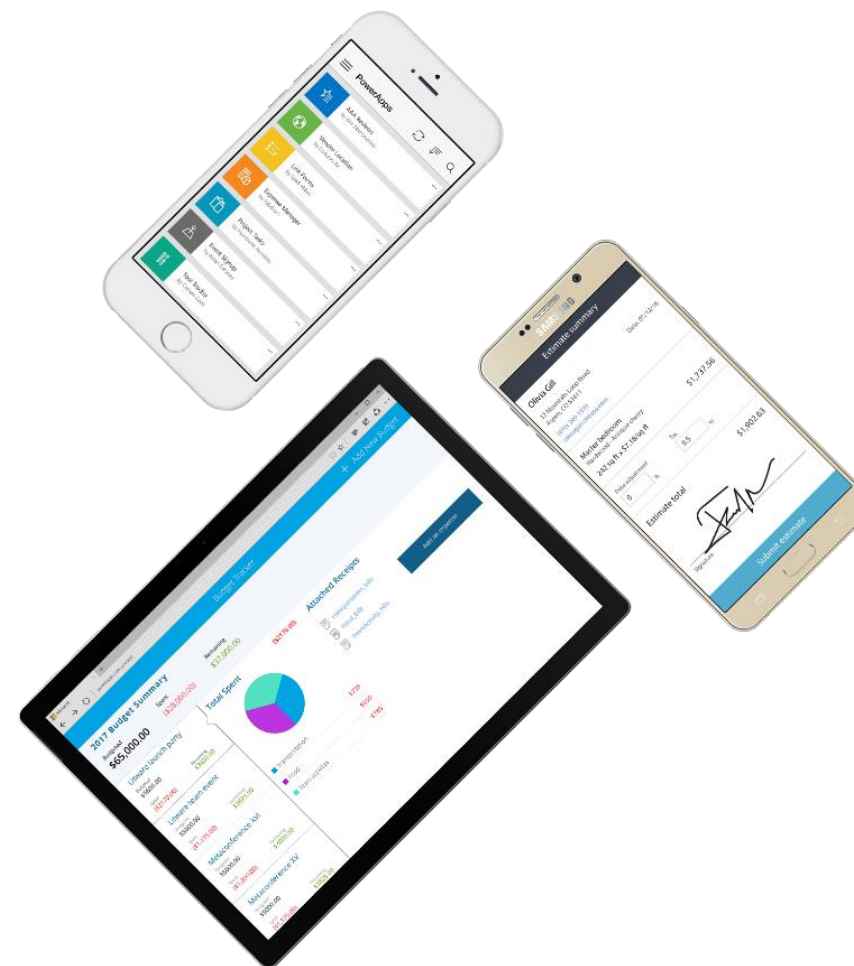
Cloud and on-premises connectivity

- Built-in connectivity to 400+ cloud services, files, databases, web APIs, etc.
- Seamless hybrid connectivity to on-premises systems via the On-Premises Data Gateway.
- Build custom connectors for everyone to leverage.



Cross-platform

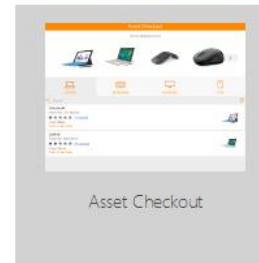
- Publish instantly to iOS, Android, Windows, and the web.
- Sharing apps is like sharing documents.
- Manage across environments.



Templates

- Templates are available
- Can meet your requirements, or help you get half the way or more.
- Check before you start building

Templates



Asset Checkout



Budget Tracker



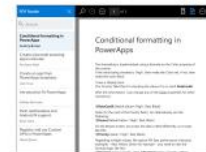
Cost Estimator



Leave Request



Onboarding Tasks



PDF Reader



PowerApps Training



Product Showcase



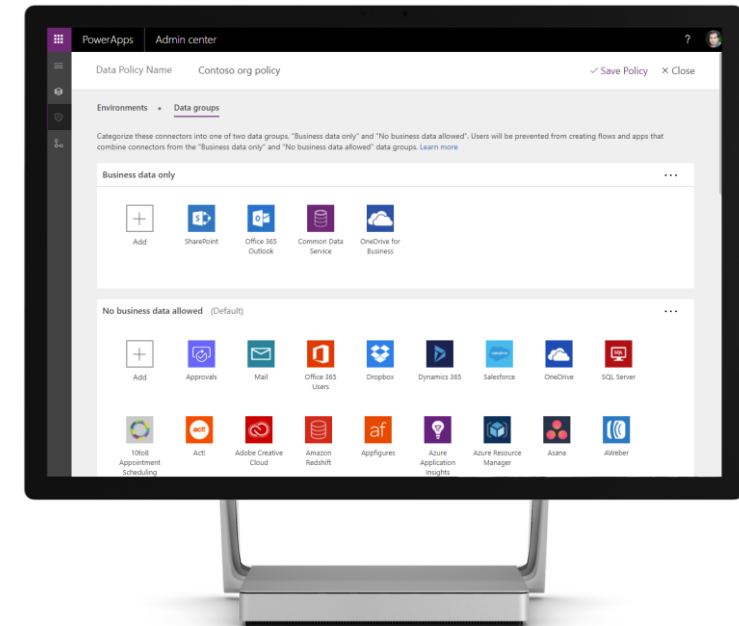
Service Desk



Shoutouts

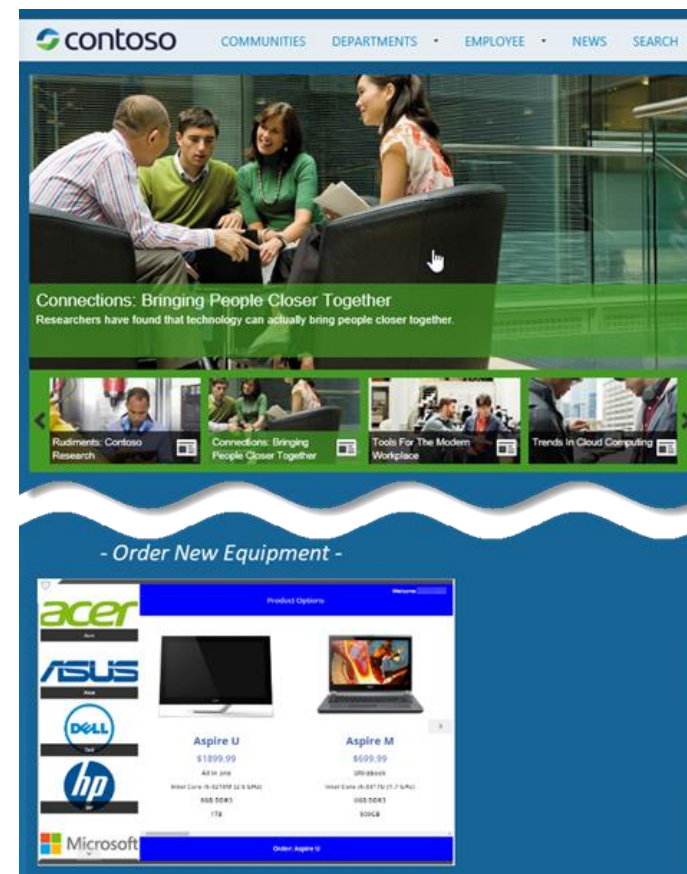
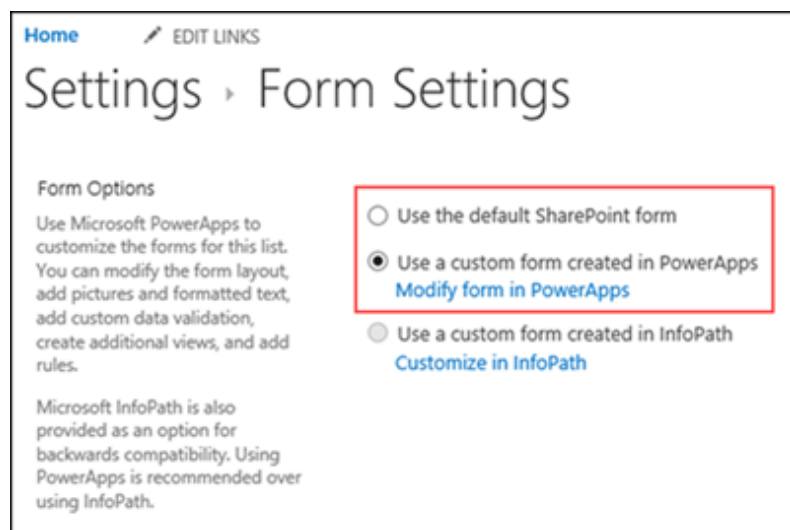
Enterprise-grade management and control

- All identity is managed through Azure Active Directory, enabling rich policies and multi-factor authentication.
- Admin Center providing full audit logs, usage analytics, data loss prevention, security and data management.
- Centrally manage all your apps, first and third party, deployed across your organization.



Better together! Embed canvas apps

- In websites
- In SharePoint
- In MS Teams
- In Power BI
- In model-driven



Power Apps Mobile (Player)

Power Apps Mobile for Windows, iOS, and Android

- Available from respective app-stores as a free app.
- Sign-in using your work account (Microsoft 365 / Dynamics 365 / Azure AD credentials).
- Access all your Canvas and Model-driven apps or apps shared with you across environments.



Google Play: <https://aka.ms/powerappsandroid>

Apple App Store: <https://aka.ms/powerappsios>

Microsoft Store: <https://aka.ms/powerappswin>



Module 1: Hands-on DEMO

Power Apps Canvas App



Module 1: Hands-on-lab

Power Apps Canvas App

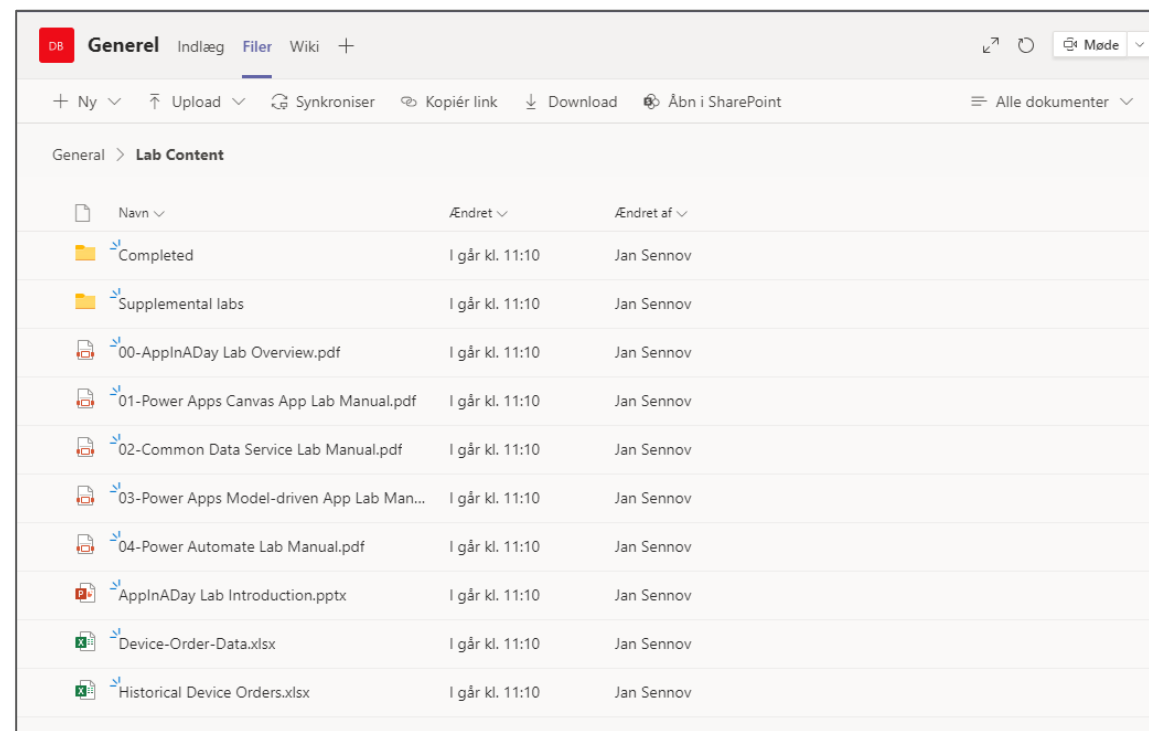
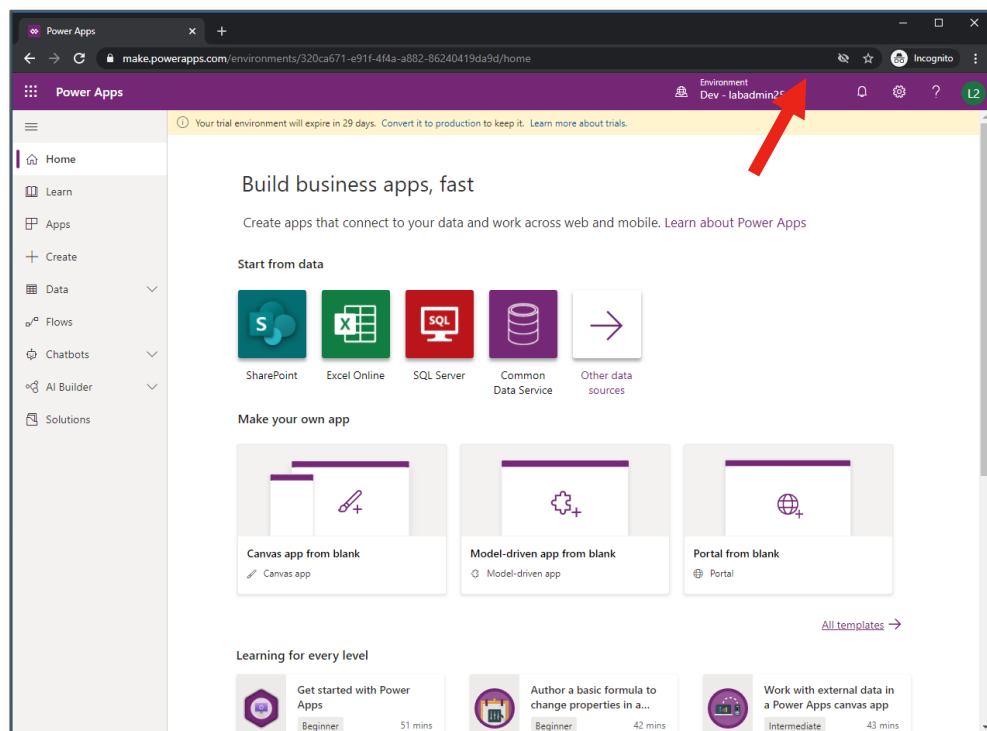
Trial Environments

- We highly recommend that you use the environment provided by Microsoft/AlfaPeople and that you use Microsoft Edge, Mozilla Firefox or Google Chrome, all in incognito mode.
- We often experience issues with security settings and authentication when working on the labs. Some of the issues that we see the most are:
 - Missing security privileges to modify Dataverse database
 - Caching issues with different users signed in
 - Missing access to required data connectors due to "wrong" licensing
- If you want to have the product you develop during the day moved to your own environment, we will be able to support you in exporting and importing it.

Use AlfaPeople Trial Environments

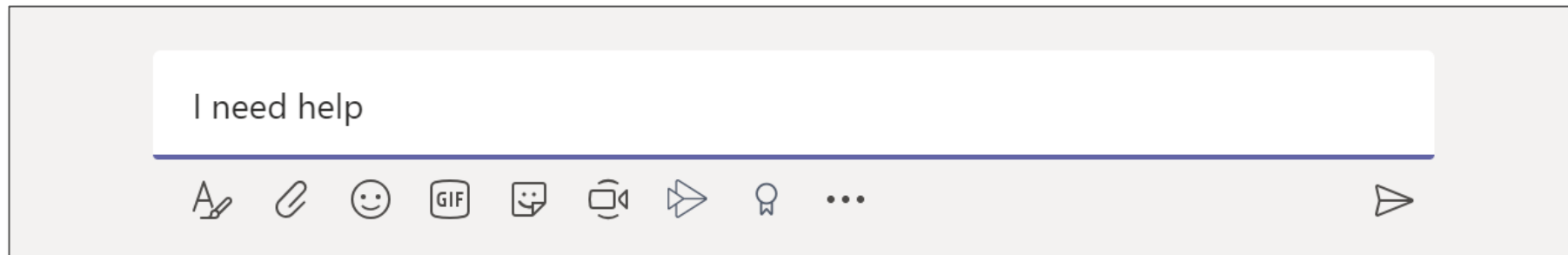
Trial Environment log in: Use the browser "in private" mode.

Files are available in the Teams Channel from AlfaPeople, or you can download here:
<https://aka.ms/appinday>

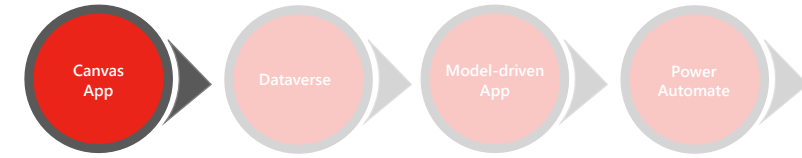







If you get stuck...

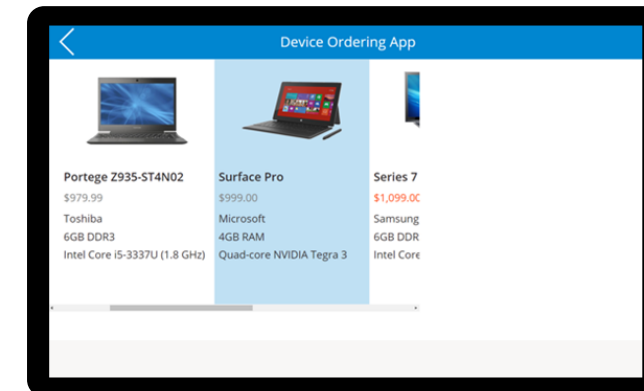
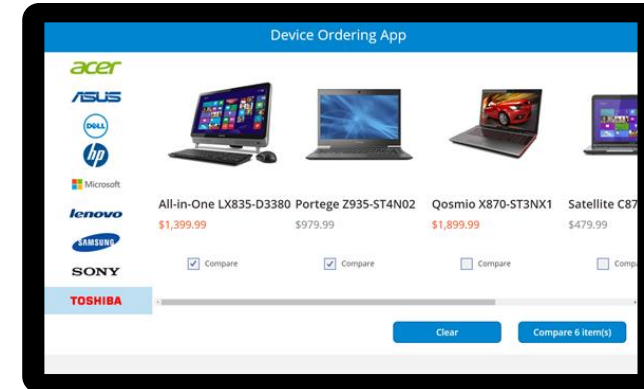
- Make sure you read and follow the Lab instructions.
- Go back and make sure you completed all previous steps.
- If you are still stuck:
 - Start a new conversation in the AIAD Teams Channel and ask a question or request help.
 - One of us will connect with you on a 1:1 chat and start a screen share if necessary.



Module 1: Learning objectives



- 
 Sign-in and create a new Canvas App
- 
 Connect to data sources
- 
 Filter data
- 
 Work with multiple screens and navigation
- 
 Customize the user experience – galleries and controls



Remember to take a break!



– see you at 12:00



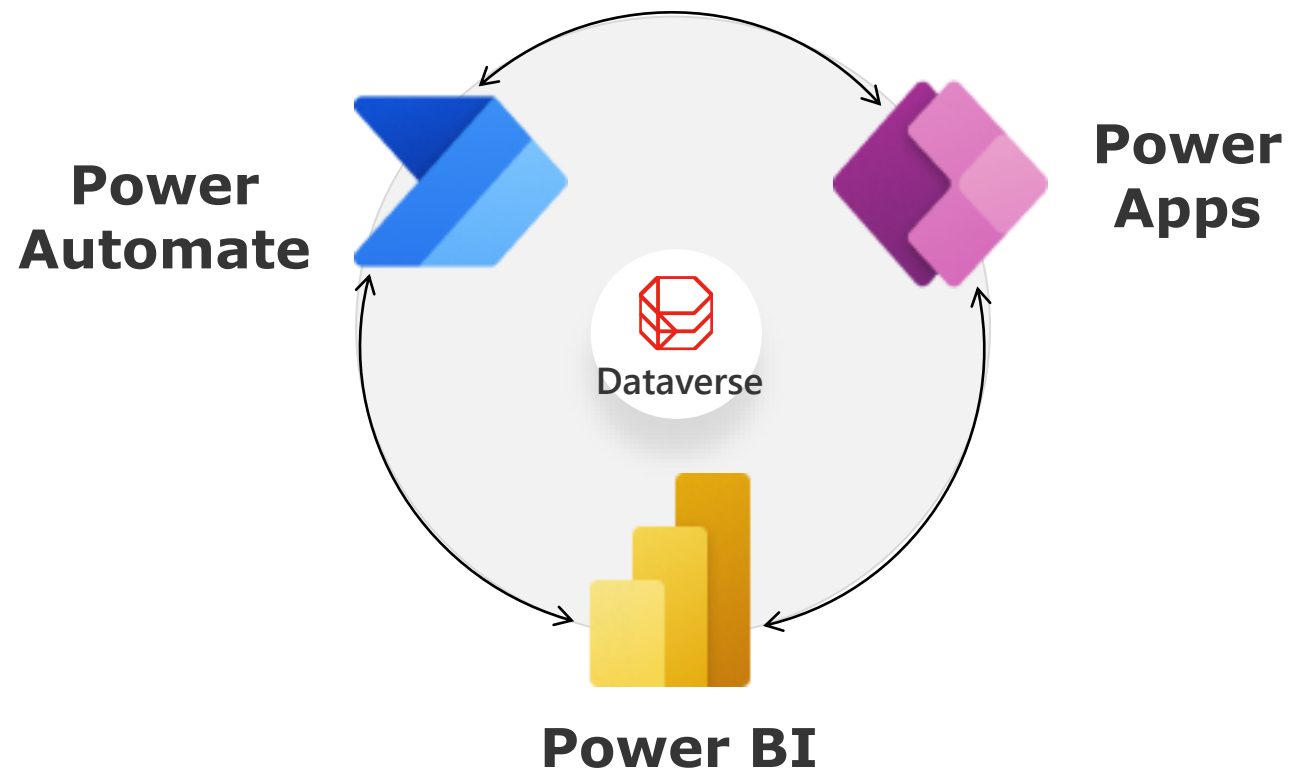
Module 2: Introduction

Microsoft Dataverse

Terminology updates

Current name	Legacy name
Table	Entity
Column	Field Attribute
Row	Record
Choice	Option Set Picklist
Choices	Multiselect Option Set
Yes/No	Two options Boolean

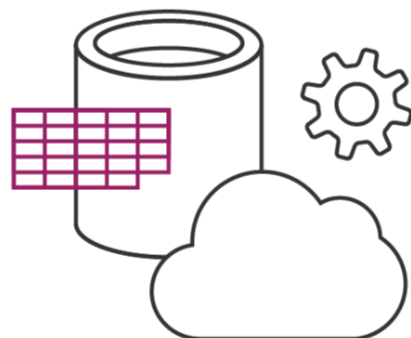
Microsoft Dataverse



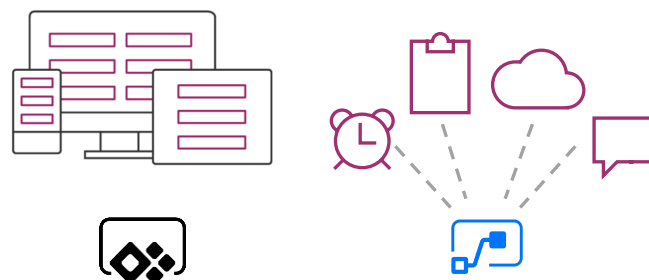
Dataverse

...allows you to securely store and manage the data used in apps

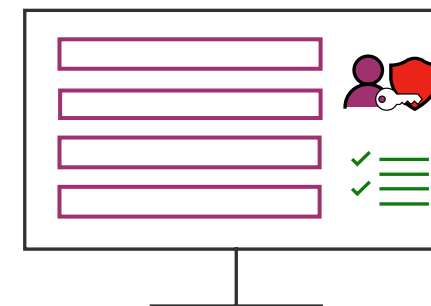
Dataverse is how Power Apps, Office, and the Dynamics suite of products integrate with a single system of record for business data



Store data in standard and custom tables with **rich metadata**



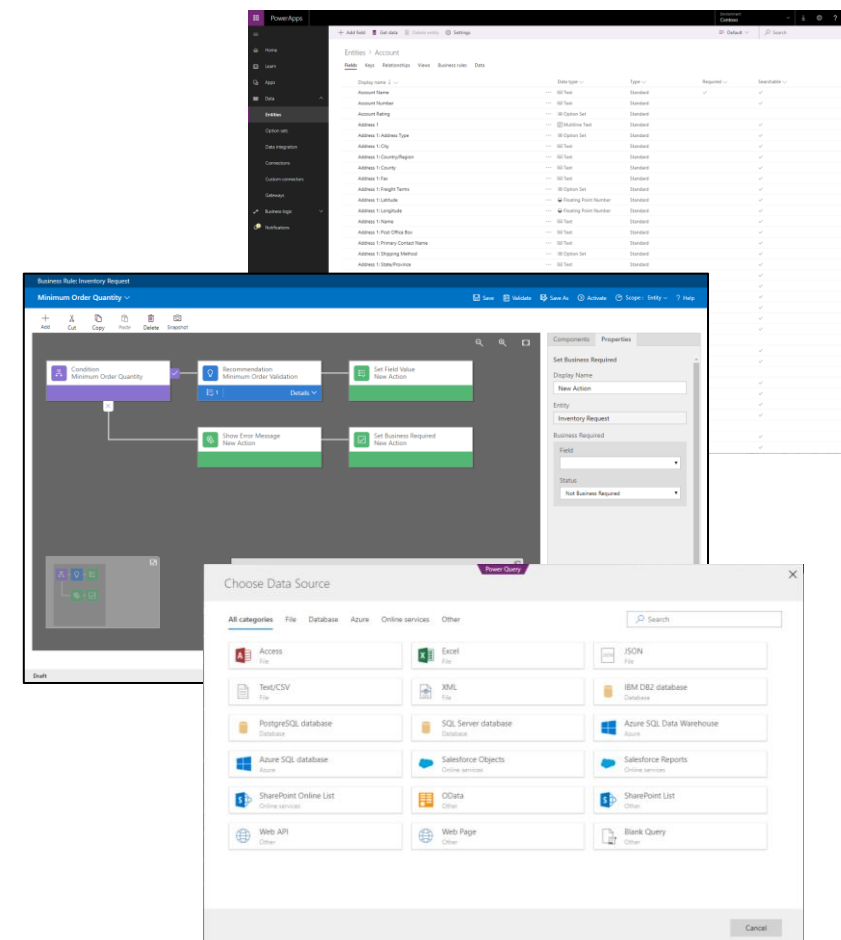
Build **Power Apps apps** and automate **workflows** against the data stored in Dataverse



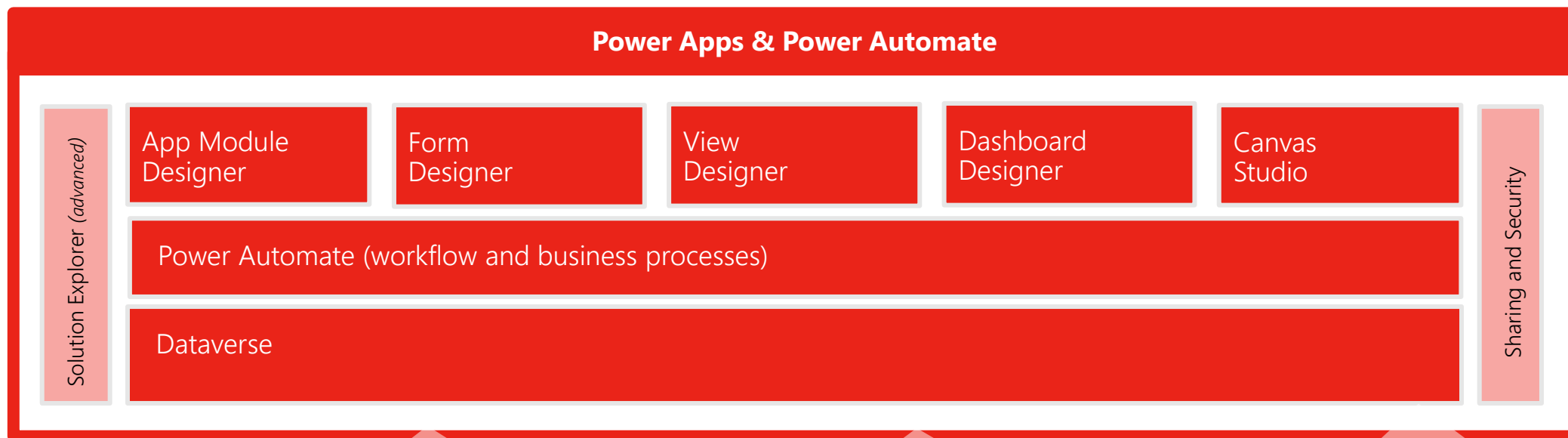
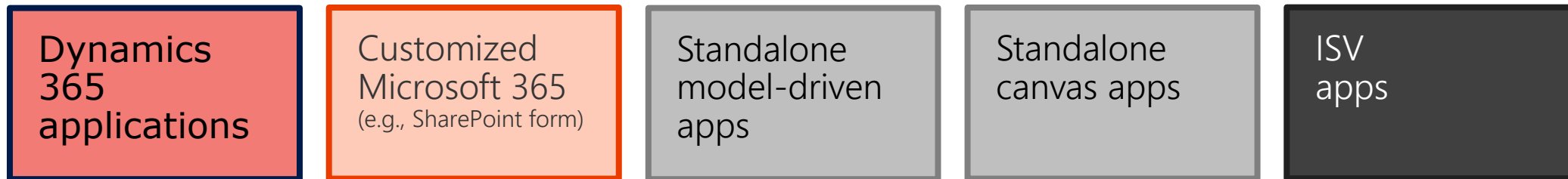
Add **business rules** & **validation** Define **role-based security**

Dataverse

- **Standard tables** that represent commonly used concepts and activities across a variety of business & app domains.
- Ability to **extend** the standard tables by adding **custom columns** and **relationships**.
- Add **custom tables** to support your scenario and application.
- Create **calculated and roll up columns** to provide consistent calculations across apps.
- Define **business rules and validation** to ensure data quality.
- Easily **import and synchronize** your data using **Power Query**.
- Sophisticated **security model** providing row level security and even models hierarchies.
- Production ready **pro developer SDK** allowing Dataverse access from any pro-dev application.



Unifying to one high-productivity application platform



Dynamics 365 data natively on the platform – no integration required

Enterprise-grade Application Lifecycle Management

Server-side business logic for validation, defaulting, calculated fields and more



Module 2: Hands-on DEMO

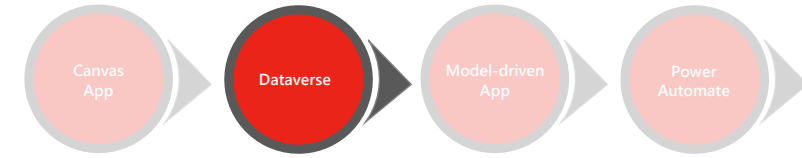
Dataverse



Module 2: Hands-on-lab

Dataverse

Module 2: Learning objectives



Provision a database



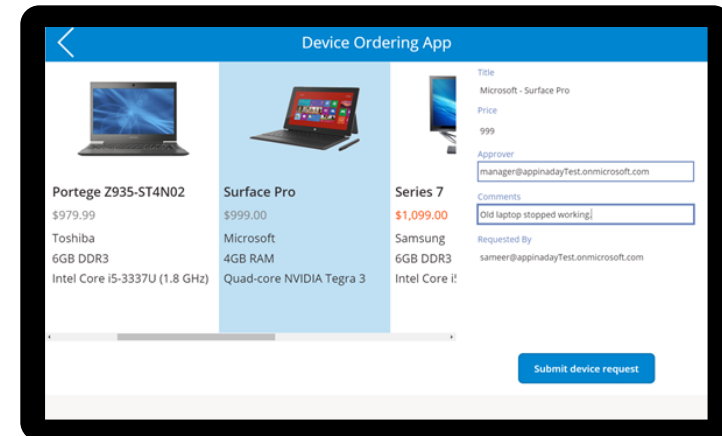
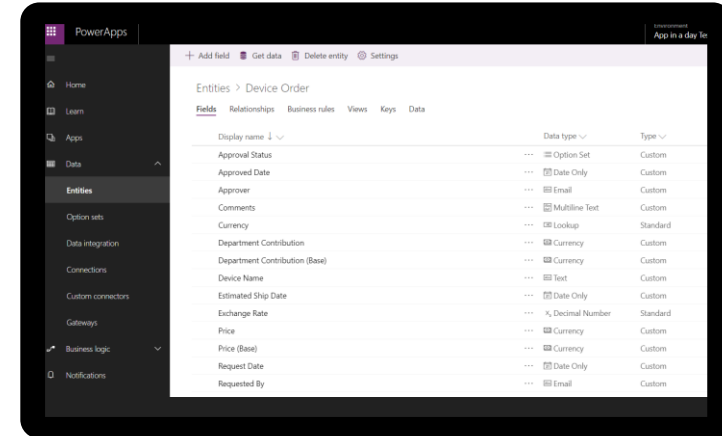
Work with entities

- Get familiar with standard entities
- Create a custom entity
- Customize entity fields and option sets
- Create calculated fields



Work with canvas app

- Use the canvas app form control to save data
- Use the Office365 connector to get user's manager info
- Configure canvas app settings
- Save and share a canvas app
- Run a canvas app on a mobile device





Survey

Please help us improve for future workshops

aka.ms/AIADSurvey



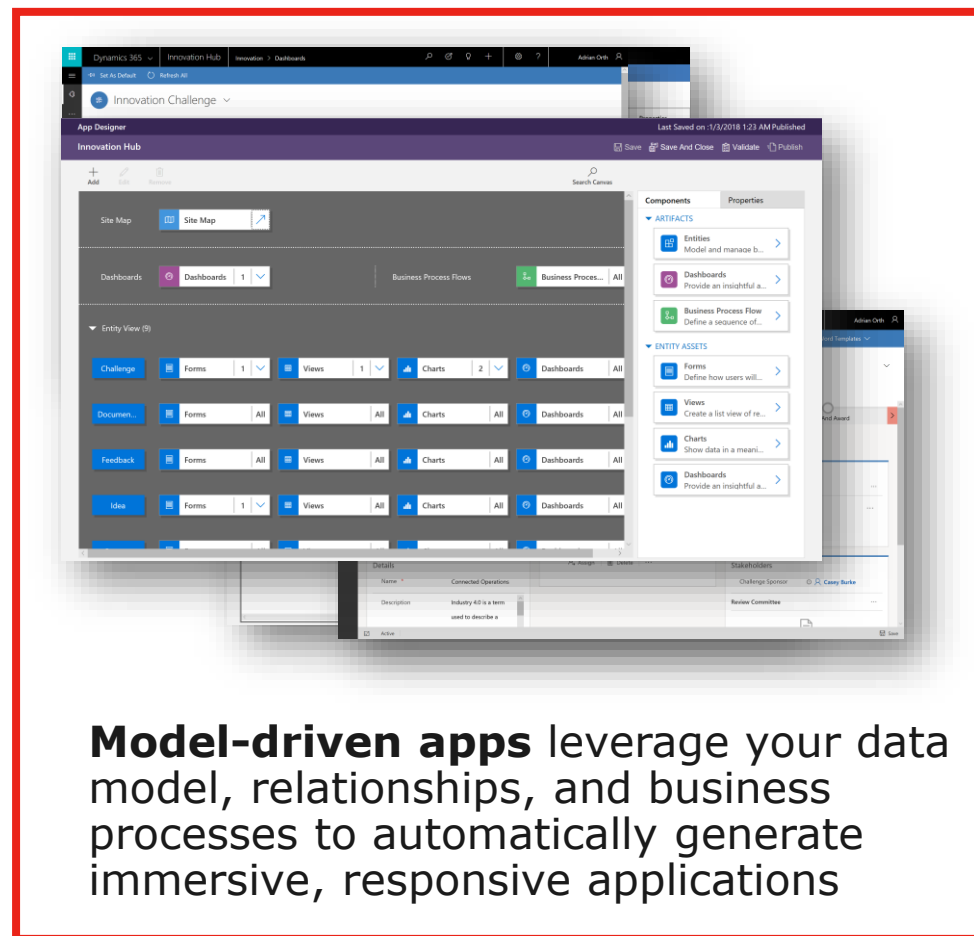
Module 3: Introduction

Model-driven apps

Canvas and Model Driven Apps



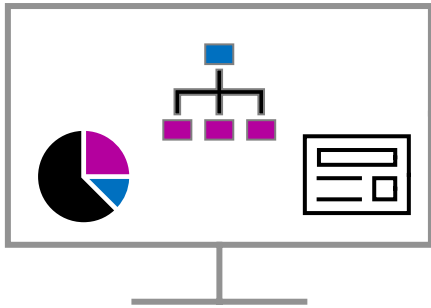
Canvas apps start with user experience, with pixel-perfect control to build highly customized task- and role-based apps that mash up data from 300+ sources



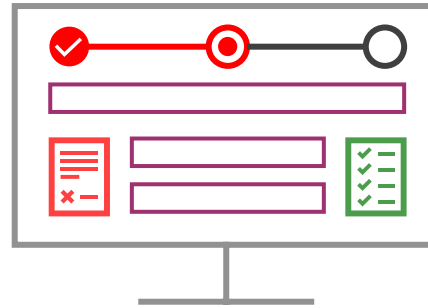
Model-driven apps leverage your data model, relationships, and business processes to automatically generate immersive, responsive applications

Power Apps Model-driven apps

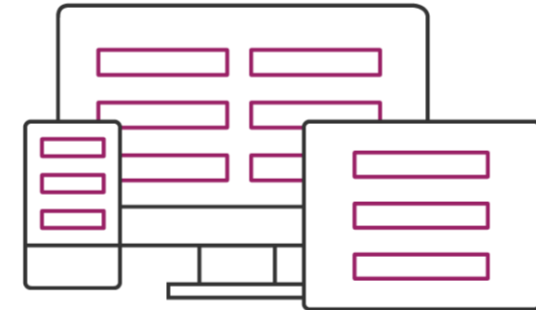
...provides a metadata-driven architecture for creating and customizing apps without writing code



Rich **component-focused** no-code design environments



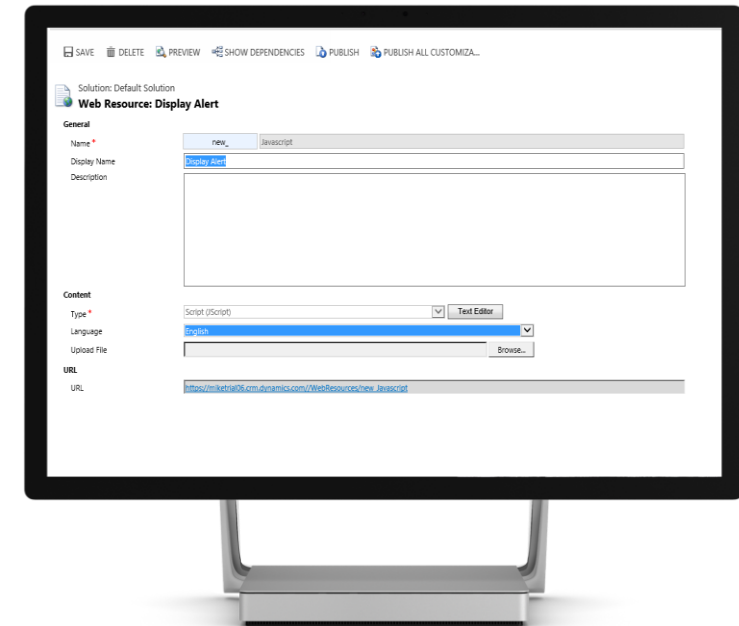
Easily add **Business rules** and **Business process flows** to model your business processes



Complex **responsive apps** on web and mobile

Amplify traditional developer productivity

- Extend applications using custom code.
- Build custom connectors that everyone can use.
- Write advanced client or server-side logic leveraging Azure Machine Learning, Cognitive Services, Bing APIs, custom code, or any service of your choice.



Component-focused approach to app development

Create apps around forms and processes

A new way of app development using entities, forms and business processes.

Design sophisticated entity forms quickly

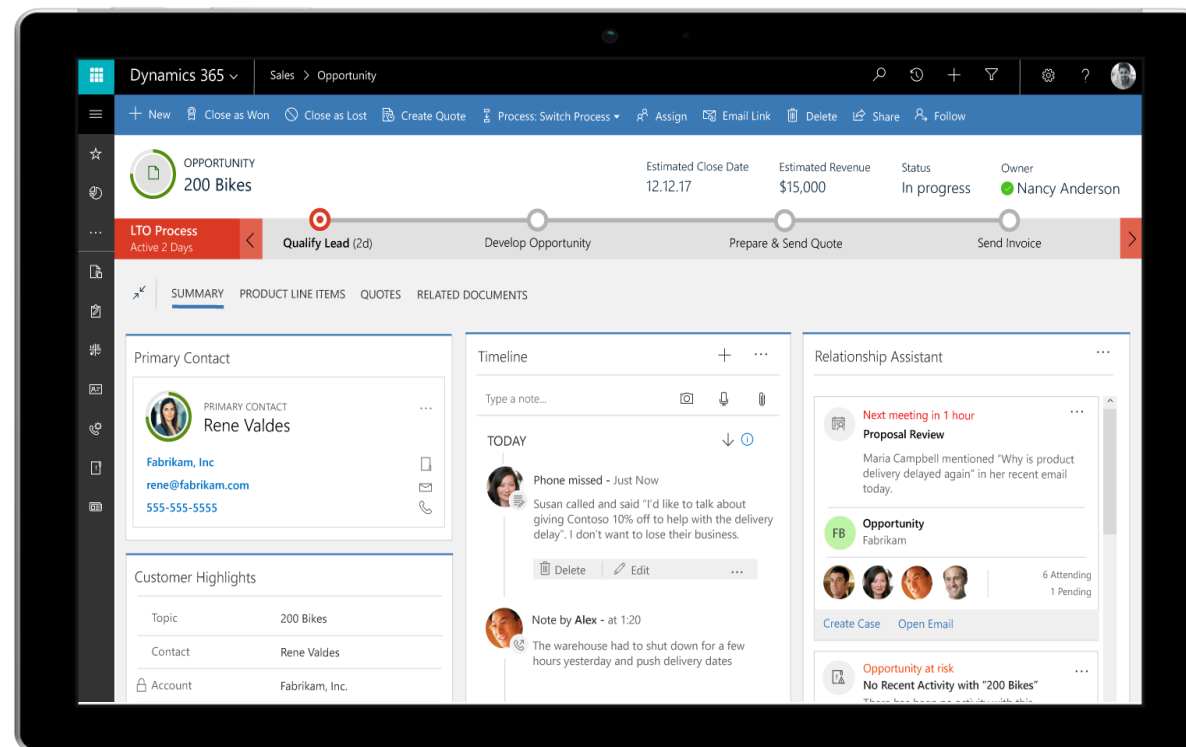
Drag and drop fields and controls in a visual designer. Forms can span multiple columns, multiple steps, and collapsible sections.

Rich, responsive client experiences

Responsive UI automatically reflows across devices based on the space available.

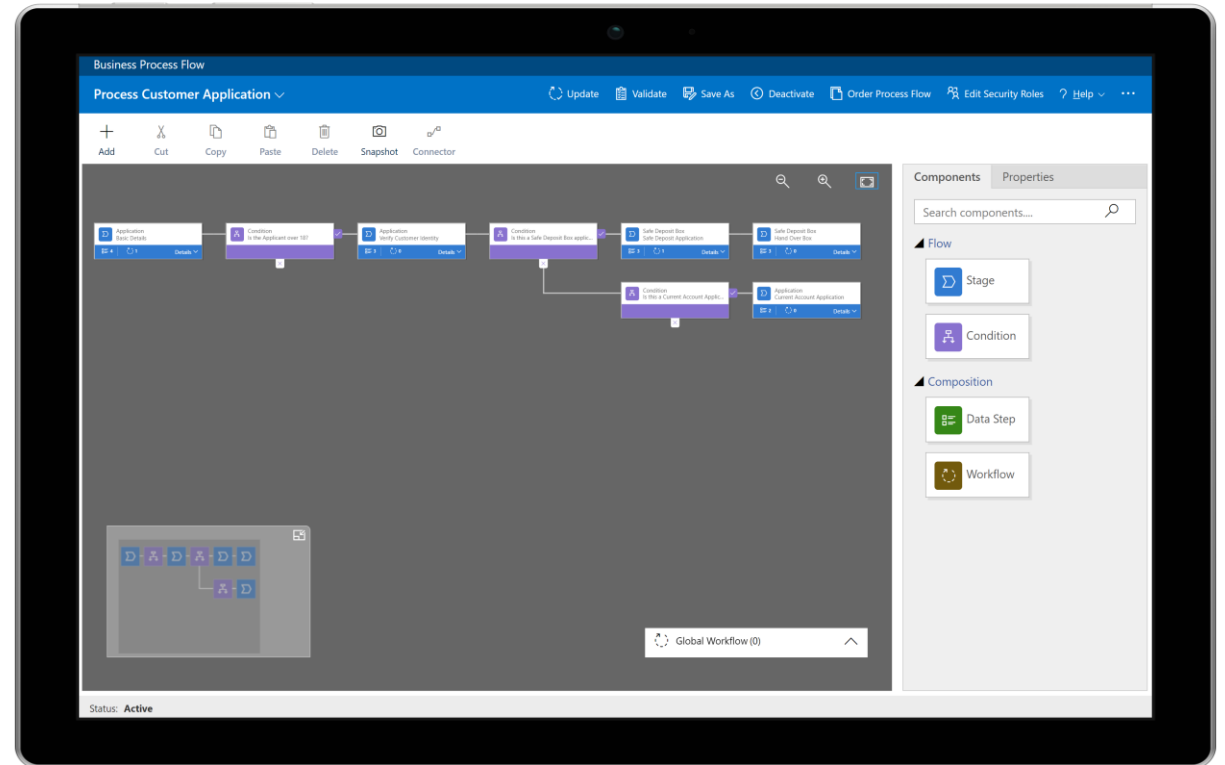
Enables easy reuse across multiple apps

Easily share forms, dashboards, flows, and more across multiple apps.



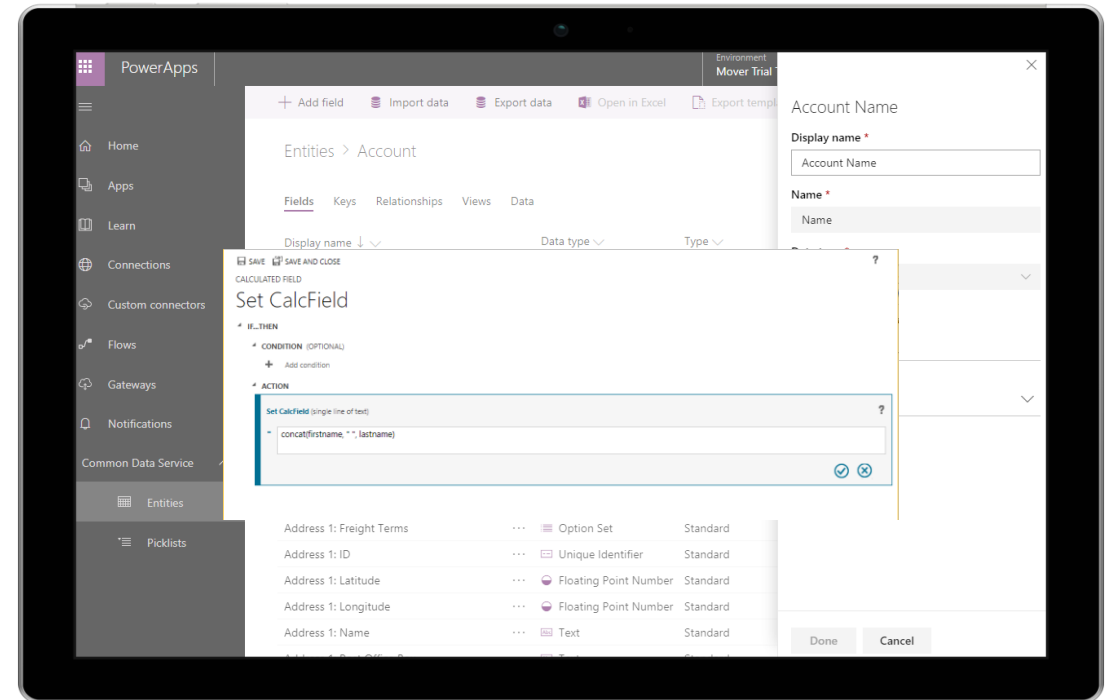
Business Process Flow

- Visual indicators that tell users where they are in the business process.
- Reduce the need for training.
- Configurable to support common line of business methodologies.



Server-Side Logic

- Server-side logic bound to tables, works across all apps.
- Create calculated and roll up columns.
- Easily create validation and set field defaults.
- Update related tables with synchronous workflows.





Module 3: Hands-on DEMO

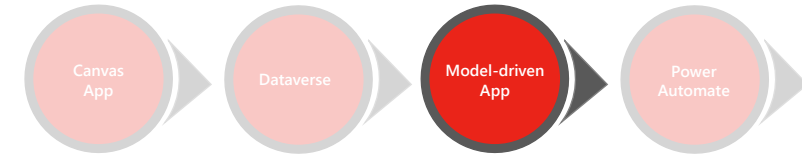
Model-driven App



Module 3: Hands-on-lab

Model-driven App

Module 3: Learning objectives



Create a standalone Model-driven app

Title	Primary Name	Created On	Approval Status	Estimated Ship D...	Price
Acer - Aspire S3	---	4/26/2018 10:...	Approve	5/12/2018	\$628.000
Microsoft - Surfa...	---	4/26/2018 10:...	Approve	5/13/2018	\$599.000
Acer - Aspire M	---	4/28/2018 5:0...	---	---	\$699.990
Acer - Aspire U	---	4/29/2018 5:3...	---	---	\$1,899.990
-	---	4/29/2018 12:...	Approve	5/13/2018	---
Acer - Aspire U	---	4/29/2018 5:4...	---	---	\$1,899.990



Customize forms for the Model-driven app



Create a Business Process Flow



Module 4: Introduction

Power Automate

Power Automate

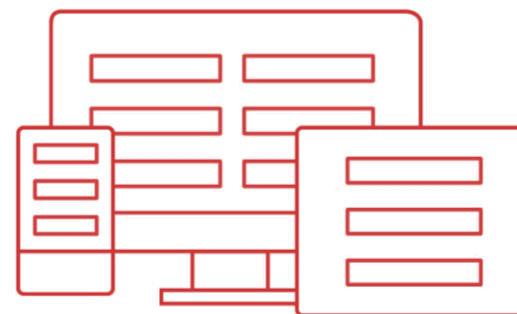
...is a service for automating workflows across apps and services



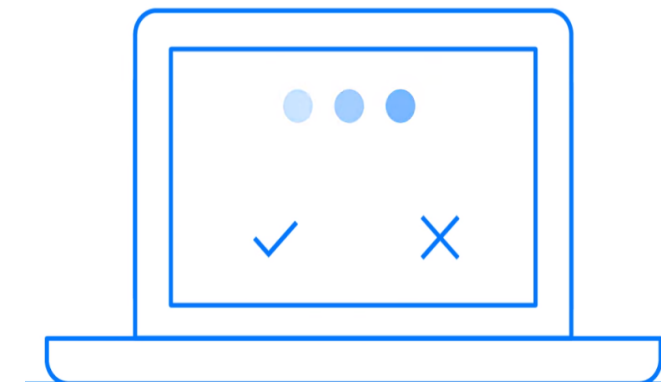
Connect to data & systems you're already using; create the data you need



Create workflows using triggers & actions without code or scripts



Edit flows on web and mobile



Approve requests or manage them on web and mobile

What makes up a flow?

Example: Notification flow

Trigger—the event that kicks off the flow:

- Manual via button or Power Apps
- On a schedule
- On an event in the cloud

Actions—what the flow does
Uses data from the trigger

The screenshot shows a Power Automate flow configuration. The trigger is 'When a record is created, updated or deleted' with the following settings:

- Trigger condition: Create or Update
- The entity name: Accounts
- Scope: Organization
- Filtering attributes: Comma-separated list of attributes. The trigger fires if at least one of these

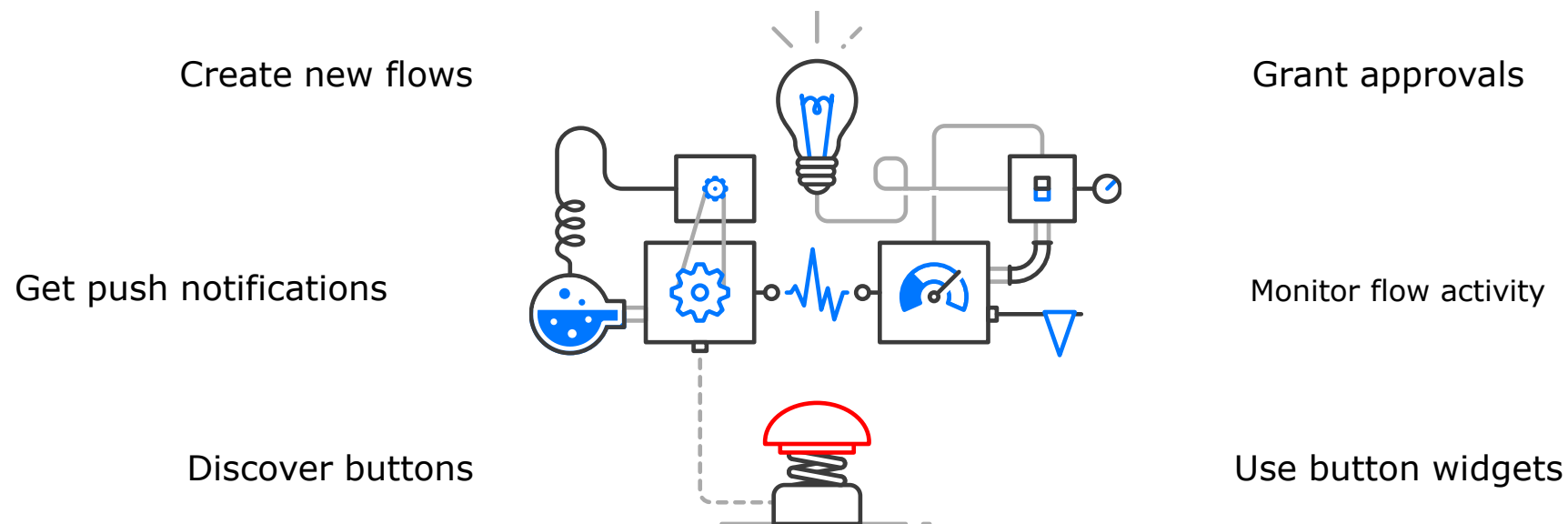
The action is 'Send an email notification (V3)' with the following settings:

- To: Owner (Value)
- Subject: Account record change
- Email Body: Dear [Owner (Value)], Your assigned account record [Account Name] has been changed. Please review the record at your convenience.

Templates help users to get started with Power Automate

<p>Create a flow from blank</p>	<p>Copy Dynamics CRM Accounts to Common Data Service customer organizations</p> <p>By Microsoft Used 227 times</p>	<p>Copy Dynamics CRM Accounts to customers in Dynamics 365 for Operations</p> <p>By Microsoft Used 197 times</p>	<p>When an object is created in Dynamics CRM, create a list item</p> <p>By Microsoft Used 194 times</p>	<p>Create Dynamics Leads based on Tweets with a button tap</p> <p>By Microsoft Used 31 times</p>	<p>Add a Dynamics Case after email approval</p> <p>By Microsoft Used 31 times</p>	<p>Copy new Dynamics CRM Cases to the Common Data Service</p> <p>By Microsoft Used 26 times</p>	<p>Create a Wunderlist Task for New CRM Leads</p> <p>By James Turner Used 26 times</p>
<p>When a new opportunity is created post to Yammer</p> <p>By Richard Bosse Used 133 times</p>	<p>Create Dynamics CRM Leads from an Excel table</p> <p>By Microsoft Used 121 times</p>	<p>Create Dynamics Leads based on Tweets</p> <p>By Microsoft Used 118 times</p>	<p>Create a new record in Dynamics CRM when a new list item is added</p> <p>By Microsoft Used 95 times</p>	<p>Send a mail from your SMTP server on new opportunities</p> <p>By Kerem Eser Used 26 times</p>	<p>Copy new Dynamics CRM Leads to the Common Data Service</p> <p>By Microsoft Used 25 times</p>	<p>Attach OneDrive files about Dynamics Contacts as notes</p> <p>By Microsoft</p>	<p>Create CRM Account for new Azure Queue Messages</p> <p>By Marius Pedersen</p>
<p>Copy new Dynamics CRM Contacts to the Common Data Service</p> <p>By Microsoft Used 91 times</p>	<p>Create a SharePoint item based on a Dynamics CRM record</p> <p>By Henry Scheinin Used 79 times</p>	<p>Create Dynamics notes for Emails</p> <p>By Microsoft Used 61 times</p>	<p>Move rows from and Excel table to Dynamics AX Online Vendors</p> <p>By Microsoft Used 56 times</p>	<p>Send a Push Notification for new Sales Orders</p> <p>By Isaac Dorgbefu</p>	<p>Copy Teams from the Common Data Service to Operations Customer Groups</p> <p>By Michael Berroth</p>	<p>Copy Salesforce Accounts to Dynamics AX Online Customers</p> <p>By Microsoft</p>	<p>When a new lead is created in Dynamics CRM, add it to a SmartSheet</p> <p>By Microsoft</p>
<p>Copy from Dynamics CRM to the Common Data Service and Operations</p>	<p>CRM Opportunity Win to Create a New Project</p>	<p>Create Dynamics CRM Leads from a Google Sheet</p>	<p>On approval create a Dynamics CRM entity for items in a SharePoint list</p>	<p>Create a case in Dynamics from Freshdesk</p>	<p>Low stock warning</p>	<p>Social Media Promotions</p>	<p>Add notes to a Dynamics CRM contact</p>

Power Automate mobile app



Go to the app store on your device and search for "Microsoft Flow":



Apple Store: <https://itunes.apple.com/us/app/microsoft-flow/id1094928825?mt=8>

Google Play: <https://play.google.com/store/apps/details?id=com.microsoft.flow>

Windows Store: <https://aka.ms/flowmobiledownloadwp>



Module 4: Hands-on DEMO

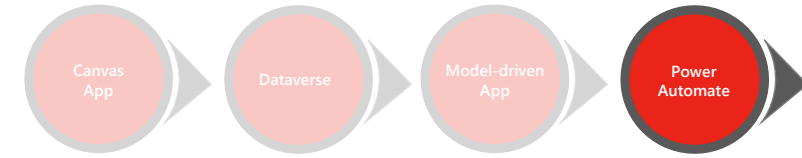
Power Automate



Module 4: Hands-on-lab

Power Automate

Module 4: Learning objectives



Trigger a flow when a new record is created



Send an approval request

- Conditional branching based on the approval response



Send email notifications

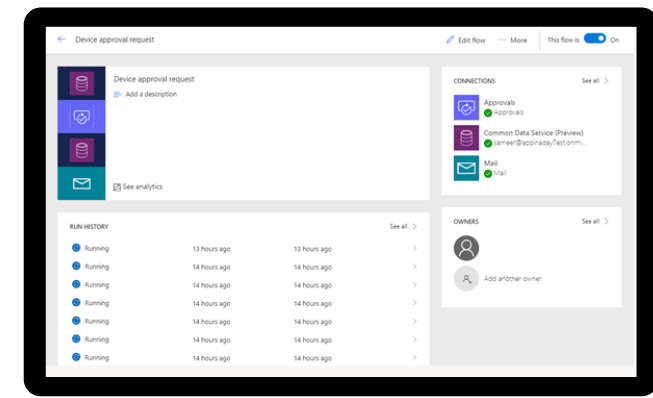
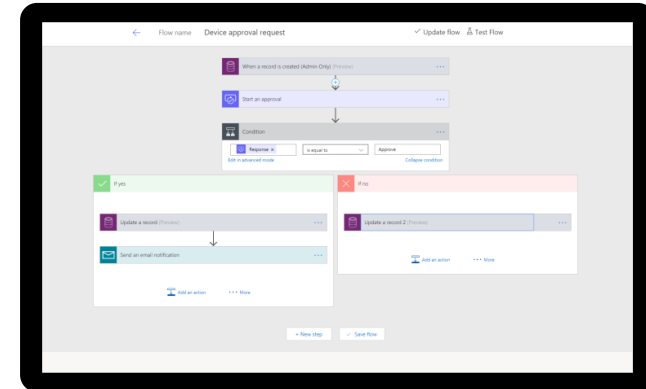
- Update the record with the approval status and the approver's comments



Use the approval center on web and mobile



Check the status of flow runs



App ideas

"Organisation Chart to put in SharePoint, And to create a way we can complete our PO's"

"App which can take pick information from a PDF and integrate the data in the technical system".

An application form that needs approval from different departments in different steps - The form fields needs to evolve through this process - Each step should trigger an event that sends a mail to the next department, regarding that their action is needed.

We have some tools where we today use excel as a front-end to talk with a SQL server: Insert data, execute stored procedure etc. I will try and see if we can replace these with a Power App. In addition, we also have small C# MVC apps that could be replaced by Power Apps

I would like to build an application to automate approval processes by clicking on phone

I want to build an app to let employees request permission from their manager to attend a course. Depending on course type and/or price approval from senior level management might be required.

1) I need to implement an app to register medical visits for my commercial consultants crew.
2) I need an app to create support tickets among company departments.

I have two application - one simple and one rather complex - and currently working on the second one. The app is a quality management system directed on the suppliers. It will involve:
- creating and managing quality complaints against the supplier that will be shared with the supplier,
- creating and maintaining quality inspection on the incoming goods when the quality complaint was created

App to make requisitions for purchasing

an app that are able to make simple CRUD operations against our Oracle instance with research data.

I want to create a customer-case application. The purpose is to register our customers and their cases and most important the responsible person for the actual status for a specific case.

A app where you Can see if a meeting room Are taken

Mobile ordertaking App

To create a workflow for requesting documentation

Audit System

An application that serves as a negotiation platform, addressing the confidential and back-forth nature of negotiations.

TMS error reporting
Purchase Doc. handling
New Costumer -/ Supplier -/ Product and Closedown.
PowerBI reports in and of reports.

An app connected to Outlook meetings, where participant can state whether they will attend the meeting "virtually" or "physically"

Order application. Based on 10-11 questions (with feedback from backend), user should be able to order a product in backend (XAL)

Employees to access certificates after practical tuition

Power Platform Program

We prepare your company and business professionals to the accelerated adoption of the Power Platform!



Training

We offer to prepare your professionals on each component of the Power Platform.



AIAD

We offer a customized AIAD workshop dedicated to your company and needs.



Design Thinking

We help you with ideas and insights to address problems and bring proposals for Power Platform based solutions.



MVP

We work together on minimal viable products that we can launch with a reduced amount of effort and development.

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Støberigade 14
2450 København SV



Telefon +45 70 20 27 40



Email info.dk@alfapeople.com

