Microsoft Power Platform

The CIO's Advantage

Faster Innovation with AI and Low Code

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Development for all

We're in the midst of a seismic shift in how organisations operate. New applications for improving workflows are created daily – hourly even. But many organisations find themselves caught between opportunity and obstacle. With the continuous need for new applications, resource constraints are a daily reality and IT teams face growing backlogs. With **68%** of employees struggling with workload,[1] the traditional approach of relying solely on professional developers is no longer sustainable. To stay competitive, companies need a way to innovate – fast.

Low-code development platforms offer a sustainable path forward. With these tools, organisations can create enterprise-grade business apps using drag-and-drop functionality and visual guidance. This helps professional developers work more efficiently by automating routine tasks, while also inviting business users across the organisation to create their own apps to solve specific challenges. In addition to building new applications, these platforms let organisations automate existing processes and

extend current systems – breaking down data silos and maximising previous investments by connecting disparate enterprise systems into a unified, accessible ecosystem.

By combining the accessibility of low-code development with the power of AI, organisations can transform their business processes faster than ever before. Whether you're looking to enhance customer service, streamline operations, or empower workers, AI-powered low-code tools make it possible to build intelligent solutions that work alongside your employees.

This e-book is for IT leaders who feel the pressure of limited resources and productivity bottlenecks while trying to innovate and drive competitive advantage. Traditional systems can't keep up with plans of bringing new products or services to market quickly.

Let's explore what makes AI-powered low code so uniquely capable of fast-tracking your business to the next level of innovation.

89%
of CIOs say low-code tools increase efficiency[2]

02

Unlocking new potential with AI

Low-code platforms can help organisations reimagine how they build software solutions. They dramatically reduce development complexity and time-to-market, enabling organisations to respond faster to changing business needs while maximising the value of existing technology investments.

Intelligence meets simplicity

Now, generative AI takes low-code development into groundbreaking territory. Modern AI-enhanced platforms let you create sophisticated digital agents through natural conversation – simply describe what you need, and AI helps construct it. By combining the accessibility of low code with the power of AI, agents make it possible for anyone in your organisation to create solutions that drive innovation, regardless of technical ability. It's like having a skilled digital collaborator that not only understands your business goals, but helps everyone translate them into working solutions.

Even more powerful is how these agents can tap into your organisation's existing data ecosystem. With access to over 1,500 pre-built data connectors,

they can seamlessly integrate with your current business systems and applications. This means your low-code solutions aren't starting from scratch – they're building on the foundation of your enterprise data, automatically grounded in your organisation's knowledge and processes.

Consider what this means for your organisation's low-code journey. Development just got that much faster, easier and more dynamic. Agents offer a new way of working that's more efficient, more responsive and more aligned with how modern businesses operate.

40%

of new applications will be
intelligent apps by 2026[3]

03

The art of scaling

One of the main sticking points in adopting low code is concern around its ability to scale to enterprise operations. But low-code platforms are quickly becoming the backbone of modern software development, allowing even Fortune 500 companies to accelerate development. Real use cases across large-scale enterprises show **150 human hours** saved per week with Power Platform[4] and **USD 1.1M** in annual company savings.[5]

Whether you have 10 users or 10,000 users, a powerful low-code solution can automate complex business processes, deliver web content and provide chat-based support and self-help experiences.

A simpler foundation

Unlike custom development approaches that require managing complex code bases and technical debt, you need a solution that lets you expand your AI capabilities with confidence. With no infrastructure to manage, low-code platforms allow you to scale up or down without worrying about maintenance, support or platform upgrades. You should be able to build your application once and effortlessly embed it wherever customers and employees need it: websites, mobile apps, social platforms and more.

As your organisation grows, you need to automate key processes while maintaining efficiency at scale. Low-code platforms let you extend and connect siloed systems, improving how data and workflows move across your business. This creates a foundation where automation and integration work together seamlessly.

By empowering both business users and IT professionals alike, low code creates a foundation for sustainable innovation that grows with the needs of your business.

60% of software development organisations will adopt low-code application platforms as their primary development platform by 2028[6]

04

Secure innovation

Safeguarding the company from threats is always a top priority for IT teams, and unfamiliar low-code approaches may raise a few questions. But the reality is that low-code solutions may actually help mitigate the risk of shadow IT. Instead of scattered third-party (and often unsanctioned) tools creating blind spots, IT can give employees a secure foundation for innovation – whether they're building apps, automations or agents.

With low-code tools, organisations still need to adhere to the same common security and government practices as they would with a code-first approach. A low-code system may involve different tools to get there, but the result – secure data and applications – remains the same.

Governance capabilities are another important watch-out. When apps can scale to enterprise levels, IT oversight has to be robust and effective. You need a platform that provides organisations with 360° visibility and control: IT can oversee solutions across the organisation with centralised management and governance capabilities. From sensitivity labels to role-based access controls, you should maintain complete visibility through a unified admin centre.
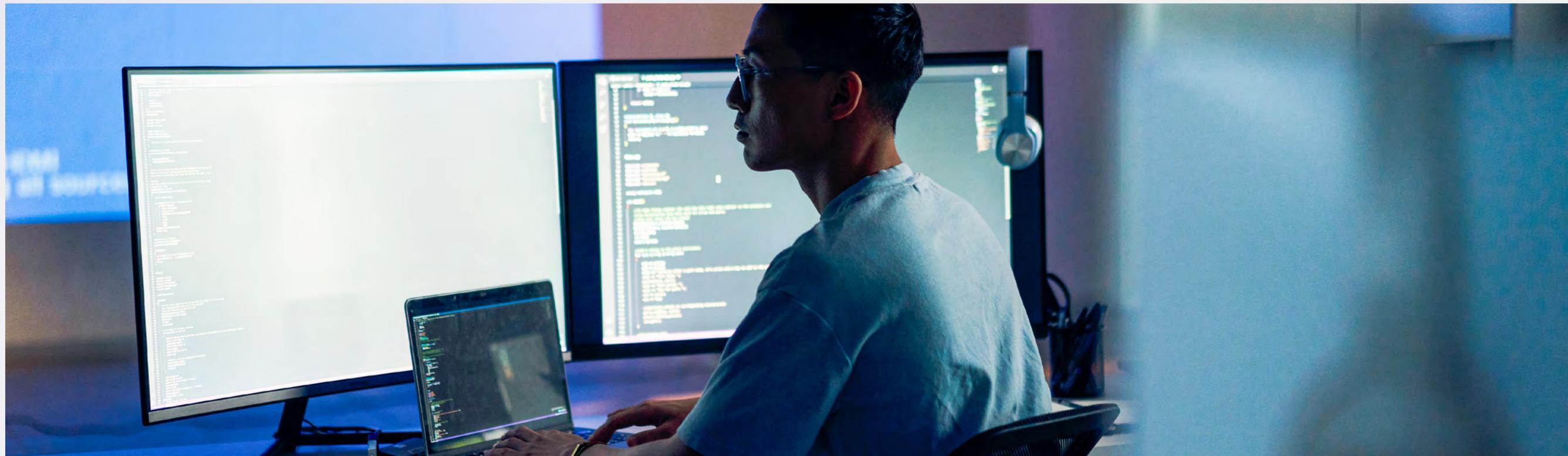
05

Begin your transformation journey

The search for a platform that integrates security, scalability and AI advancement ends with Microsoft Copilot Studio – the low-code platform for building agents. It combines the power of large language models and a rules-based engine to provide end-to-end low-code development. Users of all skill levels can build and deploy their own custom agents, which means transformation doesn't get stuck behind a backlog of other IT tasks.

The power of agents lies in their ability to scale from simple tasks to entirely transforming how businesses operate. Whether you need quick answers, automated workflows or process optimisation, there's an agent capability ready to help your organisation work smarter.

As you look to bring low-code development tools to your organisation, it's essential you develop a clear vision for how intelligent agents can enhance your operations. With Copilot Studio, you're not just adopting new technology – you're reimagining how work gets done.

Focus on these key principles as you bring low code to your organisation:

The future of work is collaborative, with humans and agents working side-by-side. Copilot Studio gives you the foundation to lead this transformation. You have the opportunity to enhance productivity, improve experiences and create new possibilities across your organisation.

#1

Start with clear business objectives

Identify specific challenges where agents can deliver measurable impact.

#2

Choose high-impact scenarios

Begin with use cases that affect many users or address significant pain points.

#3

Build on what you have

Make use of your existing systems and data by connecting them through Copilot Studio's 1,500+ integration capabilities.

#4

Scale progressively

Start focused, prove the value, then expand more broadly with lessons learned and the user feedback you gather.

06

Power Platform: the foundation for intelligent innovation

Copilot Studio is part of Microsoft Power Platform, a suite of intuitive, comprehensive and connected low-code solutions for empowering both professional developers and non-technical users alike. AI is woven throughout the platform, helping you build apps, automate workflows and unlock insights from your data – all with AI assistance. This creates a seamless experience where custom agents built in Copilot Studio work alongside your other low-code solutions, allowing you to extend what's possible with your business data and processes, all in a single platform.

This integration means your organisation can:

✓ Build apps with embedded AI capabilities

✓ Automate complex multi-step processes

✓ Surface insights through natural conversations

✓ Maintain security and compliance at scale

07

Secure at scale

Managed Environments in Power Platform are like your organisation's command centre for low-code innovation. It's a game-changer for CIOs looking to empower their teams while still maintaining control. Managed Environments deliver enterprise-grade security features like built-in encryption and granular access controls, plus real-time visibility into how low-code tools are being used across the organisation.

Want to know which environments contain sensitive data? Need to set up guardrails for compliance? Looking to monitor who's sharing what? It's all there, giving you the confidence to say 'yes' to low code while ensuring your organisation's data and processes stay protected.

Challenges of scaling are also easily addressed with Power Platform. Its integrated architecture means you're not just getting a collection of tools, but a cohesive system that grows with your business. From start-ups to global enterprise, Power Platform adapts seamlessly. That's why organisations of all sizes trust it to power their digital transformation journeys, knowing they won't hit a ceiling as their needs evolve.

Power Platform delivers enterprise-ready governance without sacrificing the speed and innovation that makes low code so powerful.

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Are you ready?

The case for adopting AI-powered low code is hard to ignore. Organisations that embrace it see increased efficiency as routine tasks become automated, allowing employees to focus on higher-value work. Your users – both employees and customers – enjoy the benefits. Critical business processes become streamlined and optimised, adapting intelligently to changing needs. Power Platform provides an end-to-end AI and low-code solution ready to build the connective tissue between business demand and IT supply.

Sources

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[4] Critchley, Sarah. 'Delivering Organisational Value with Microsoft Copilot Studio', Microsoft Copilot Studio Blog. May 31, 2024.

[5] 'Pacific Gas & Electric saves millions each year by automating business processes with Power Platform', Microsoft Customer Stories. December 94, 2023.

[6] 'The Gartner 2024 Magic Quadrant™ for Enterprise Low-Code Application Platforms', Gartner Research. October, 2024.
Microsoft has been recognised as a Leader for the third consecutive year in the 2024 Gartner® Magic Quadrant™ for Enterprise Low-Code Application Platforms.

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