

iThink 365 – Transforming Business



iThink³⁶⁵



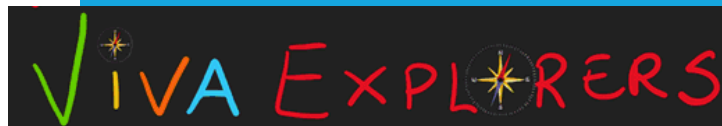
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24+ years in IT
Architect / Developer

M365 North User Group
Leader

Core Member of Maturity
Model for Microsoft 365
Team



Introduction



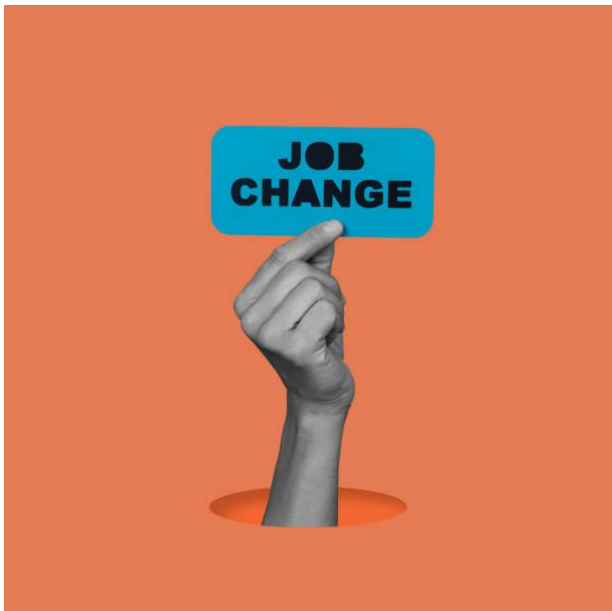
TODAYS AGENDA

- iThink Connect Sync
- Email AI Automation Accelerator
- Knowledge Copilot and Agent Accelerator
- Microsoft 365 Frontline Worker, Collaboration and Community Accelerator
- iThink Connect Leave Management
- iThink Connect Product Suite
- Questions and Thoughts

iThink Connect Sync 2.0



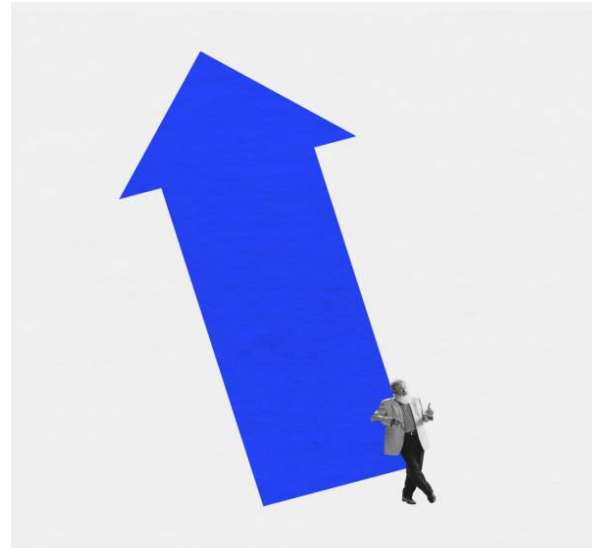
Customers Pain Points



- **Issues with Account Setup**
- **Need for improvement in onboarding new employees**
- **Need for better offboarding procedures**
- **Business faces high turnover rates**
- **Inactive accounts of former employees are not disabled, posing security risks**
- **Employee Retention Issues**
- **Desire to connect with their people and connect people together**

Our Solution

- **Seamless Integration**
- **Automated Processes**
- **Central Source of Truth**
- **Bridge Between Systems**
- **Supports Cloud Enabled HR Platforms with an API**
- **Microsoft 365 Integration**
- **Cost Per User Per Month**



Results and Benefits



- Foundation for Microsoft 365
- Enables Business Processes such as Approvals
- Improves Employee Connectivity
- Enhances Account Security
- Accounts are created easily and quickly
- Empowers HR
- Reduces IT Support Workload
- Data Deleted Automatically for Seasonal Workers
- Cost Effective Based on Per User Per Month
- ROI up to 400%

Email AI Automation Accelerator



Customers Pain Points



- **High volumes of Emails**
- **Duplicated and Misrouted Emails**
- **Delays and Errors Due to Manual Processing**
- **Bad Customer Experience**
- **Lack of Reporting**
- **Missed Sales Opportunities**
- **Reduced Productivity and Efficiency**
- **Poor Employee Experience and Added Stress**

Our Solution

Our AI-Powered Email Processing Solution transforms the way incoming emails are handled by:

- **Duplicate Email Detection and Filtering**
- **Intelligent Email Categorisation**
- **Automated Routing via Power Platform**
- **Email Management Reporting**
- **Microsoft 365 Integration**
- **Cost £15k - £25k**
- **Implementation 3-4 Weeks**



Results and Benefits



- Increased Productivity by 60% - 70%
- Increased Efficiency
- Significant Time Savings
- Reduced Operational Costs
- Reduced Human Error
- Improved Email Accuracy – 80% +
- Enhanced Customer Experience
- Essential Reporting
- Happier and More Engaged Staff
- Staff Redeployment
- Easy and Fast Implementation
- High ROI

Knowledge Copilot and Agent Accelerator



Customers Pain Points



- **Desire for Easy and Fast Answers to Questions**
- **Inefficient Knowledge Discovery**
- **High Operational Costs**
- **Fear of Data Security in ChatGPT**
- **AI Adoption Challenges**
- **Employee Frustration**
- **Wasted Time and Resource**
- **A Need to Reason Over Large Amounts of Data**

Our Solution

By utilising generative AI, we can transform how your teams discover knowledge about its company's policies, people, procedures, and processes.

- Generative AI Integration
- Enhanced Search Capabilities
- Microsoft 365 Integration
- Copilot Studio Licenses
- Microsoft Azure AI Services
- Cost Estimated £10k - £15k
- Implementation 2-3 Weeks



Results and Benefits

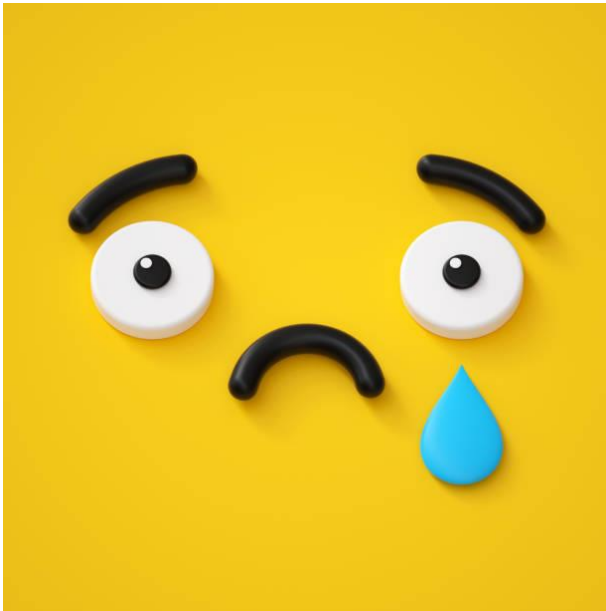


- **Faster Data Retrieval**
- **Accurate People Search**
- **Improved Knowledge and Procedure Lookup**
- **Large Cost Savings**
- **Enhanced Employee Experience**
- **Superior and Quick to See Results**
- **Secure Data Kept in Customer Tenant**
- **Better Results Due to Scope and Approach**
- **Easy and Fast Integration**
- **Cost Effective and High ROI**

Microsoft 365 Frontline Worker, Collaboration and Community Accelerator



Customers Pain Points



- Inability to Communicate With All Staff
- Desire for Sharing News
- Teams Feeling Disconnected
- Central Portal Requirements
- Staff Morale and Retention
- Onboarding and Offboarding Issues
- Device Management
- Shift Management and Flexible Scheduling
- Effective Delivery of Microsoft 365

Our Solution

- Centralised Portal
- Tailored to You
- Effective Onboarding and Offboarding
- Microsoft 365 Integration
- Microsoft Viva Communications and Community Licenses
- Microsoft Entry P1 Licenses
- Orchestra Licenses
- Cost Estimated £40k - £60k
- Implementation 2-3 Months



Microsoft 365 Frontline Worker,
Collaboration and Community
Accelerator

Results and Benefits



- Improved Communication
- Enhanced Community and Support
- Effective News Sharing
- Simple and Effective Onboarding
- Efficient Offboarding
- Unified Access Point for Staff
- Foundations for Microsoft 365

Microsoft 365 Frontline Worker,
Collaboration and Community
Accelerator

iThink Leave Management



Customers Pain Points



- **Reliance on Microsoft Excel for Holiday Management**
- **Using Paper Based Systems for Holiday Management**
- **Lack of Visibility on Holidays**
- **Frequent HR Enquiries**
- **Outdated and Time Consuming**

Our Solution

- **Digital Leave Management**
- **Mobile Friendly**
- **Syncs With Outlook Calendars**
- **Microsoft 365 Integration**
- **Microsoft Teams Approval**
- **User Friendly**
- **Requires Power App Licenses**
- **Cost From £1000 Per Annum**



Results and Benefits



- Streamlined Leave Management
- Flexible Leave Requests
- Smooth Integration
- Manager Notifications
- Eliminates Manual Records
- Eliminates Spread Sheets
- Improves Accuracy
- Cost Effective
- Enhanced Employee Experience

iThink Connect Product Suite



iThink Connect Product Suite

- Integrates effortlessly with Microsoft platforms, ensuring compatibility and efficiency.
- Empowers teams and provides easy access to vital information such as new starters, leave entitlements, upcoming birthdays, work anniversaries, and streamlined onboarding/offboarding management.
- Encourages engagement by showcasing key details and inspires a more engaged, connected workforce.

Key Features:

- iThink Connect Work Anniversary for Graph - Celebrate and connect your employees.
- iThink Connect Birthday for Graph - Connect and celebrate with your colleagues.
- iThink Connect New Starter for Graph - Give your new employees a warm, structured welcome.
- iThink Connect Team Spotlight - Showcase your people.

Questions and Thoughts

