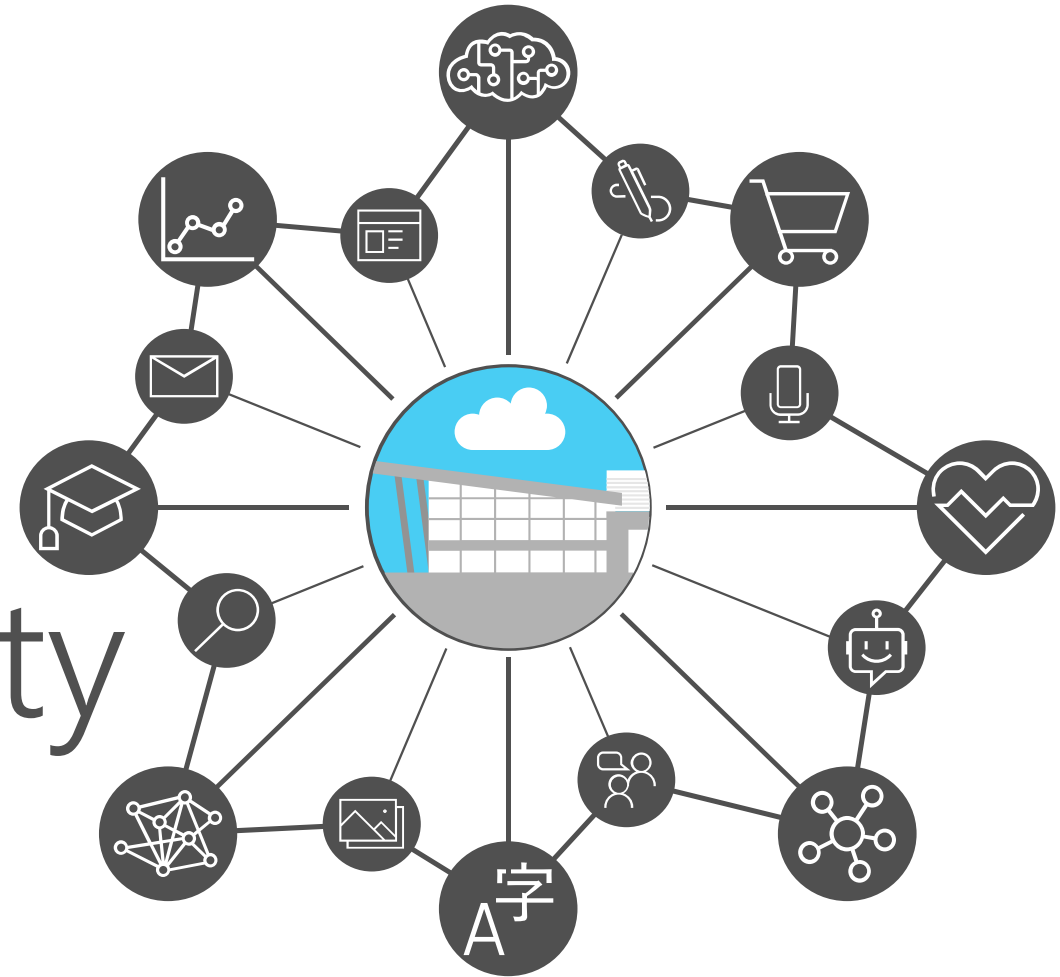


# Redmond Interoperability Plugfest 2018



**Build Transformative Industry Solutions on the Office  
365 Platform for Healthcare, Finance, and more**

# Trends in the workplace

Sense of purpose

Harnessing ingenuity

Multi-generational teamwork

Expertise without boundaries

Increased transparency



# Developer Opportunity

90%

Fortune 500 companies  
have data in  
Microsoft Graph

135M

Monthly active users in  
Office 365

450B

Users authenticated  
each month

65M+

Enterprise Mobility seat  
install base (+55% YoY)

181

Countries with Knowledge  
Workers using Office 365

1B+

Meetings scheduled each  
month with Office 365

# Industry scenarios and Microsoft 365



## Office 365 continues its momentum

We continue to invest in the services and intelligence



## Office as a platform for developers

Teams, SharePoint, Outlook, Office Add-ins, Connectors  
Microsoft Graph



## Industry scenarios require specialized solutions

EHR, PLM, DMS, ERP

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## New opportunities for digital transformation

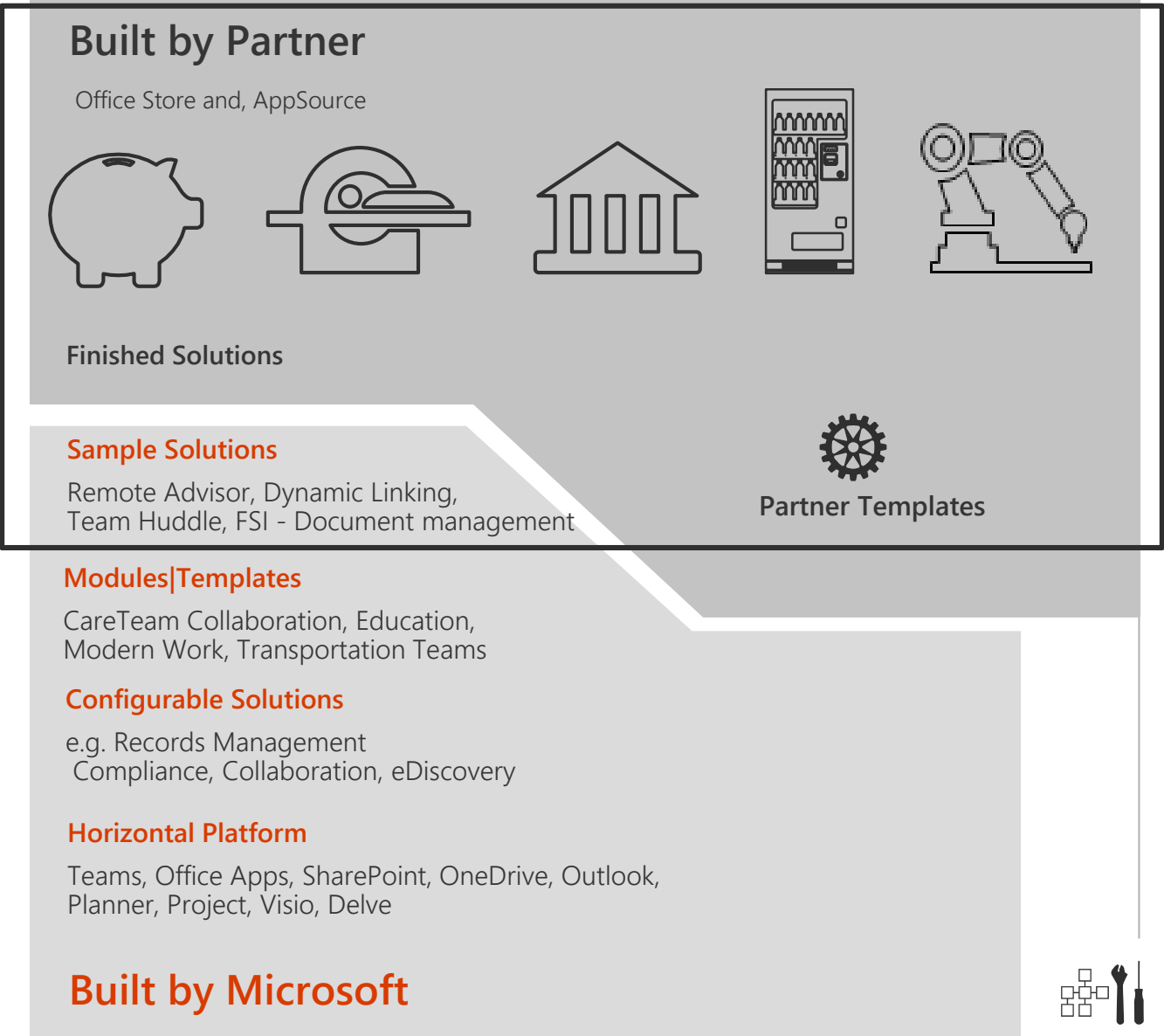


Office 365 services and apps extended for industry scenarios  
Embedding and integrating with other SaaS and LOB  
Leverage investment customers have in the Office 365

# Office as a platform for industry solutions

New opportunities at the intersection of our Platform and Digital Transformation






**New opportunities**



# Industries & scenarios for Office 365

**New** knowledge worker opportunities in Government, Healthcare, Financial Services and Manufacturing  
 Favorable new Firstline worker opportunities in Healthcare, Manufacturing and Retail

Total addressable market\*

Government 		Health 		Financial services & insurance 		Manufacturing 		Retail 	
Knowledge Worker	Firstline	Knowledge Worker	Firstline	Knowledge Worker	Firstline	Knowledge Worker	Firstline	Knowledge Worker	Firstline
72 M	95 M	39 M	42 M	44 M	38 M	152 M	194 M	59 M	91 M
Citizen Engagement	Virtual Health   Telemedicine	Product and Policy Development	Frontline Troubleshooting	Store Execution / Task Management	Compliant Records and Document Management	Care Coordination & Care Team Collaboration	Compliance Audit Tracking	Innovation Management	Scheduling and Staff Management
Firstline government and Case Workers	Quality Initiatives	Loan Origination and Underwriting	Product Lifecycle Management	Customer Service and Support					

\*Gartner research on Office Growth opportunities

# Priority industries

Industries that are regulated or have high numbers of Firstline Workers offer significant growth opportunities for Microsoft 365 and related services and solutions


Industry addressability for Microsoft 365 based solutions increases as the following factors improve...

1. Investment and regulatory environment
2. Digital maturity
3. Openness to Microsoft solutions
4. Alignment with the Microsoft partner ecosystem

了解更多: 又名女士/O365IndustryReport

## Total Addressable Market

Global Total Addressable Market for 100+ user organizations



Industry	Knowledge Workers	Firstline Workers
Financial Services	22.3m	23m
Healthcare	23.7m	26.7m
Manufacturing	88.3m	114.8m
Transportation	15.0m	26.3m
Retail	24.2m	80.5m
Government	59.1m	39.8m
Hospitality	7.2m	9.2m
<b>Total</b>	<b>239.9m</b>	<b>320.3m</b>

# Care team challenges

Incidents not recorded or tracked across teams

Patient and operational information difficult to collect

Care team members can feel disconnected or disempowered

Best practices not shared across the organization





# Drive continuous improvement of care

Share ideas and manage initiatives with your health team

Organize, prioritize and execute in one central hub

Empower your health teams to identify quality of care issues

Scale healthcare best practices across your organization



# Microsoft Teams

The hub for health teams



## Communicate

through chat, meetings & calls



## Collaborate

with deeply integrated Office 365 apps



## Customize & extend

with 3rd party apps, processes, and devices



## Work with confidence

enterprise level security, compliance, and manageability



# Communicate with your health team through chat

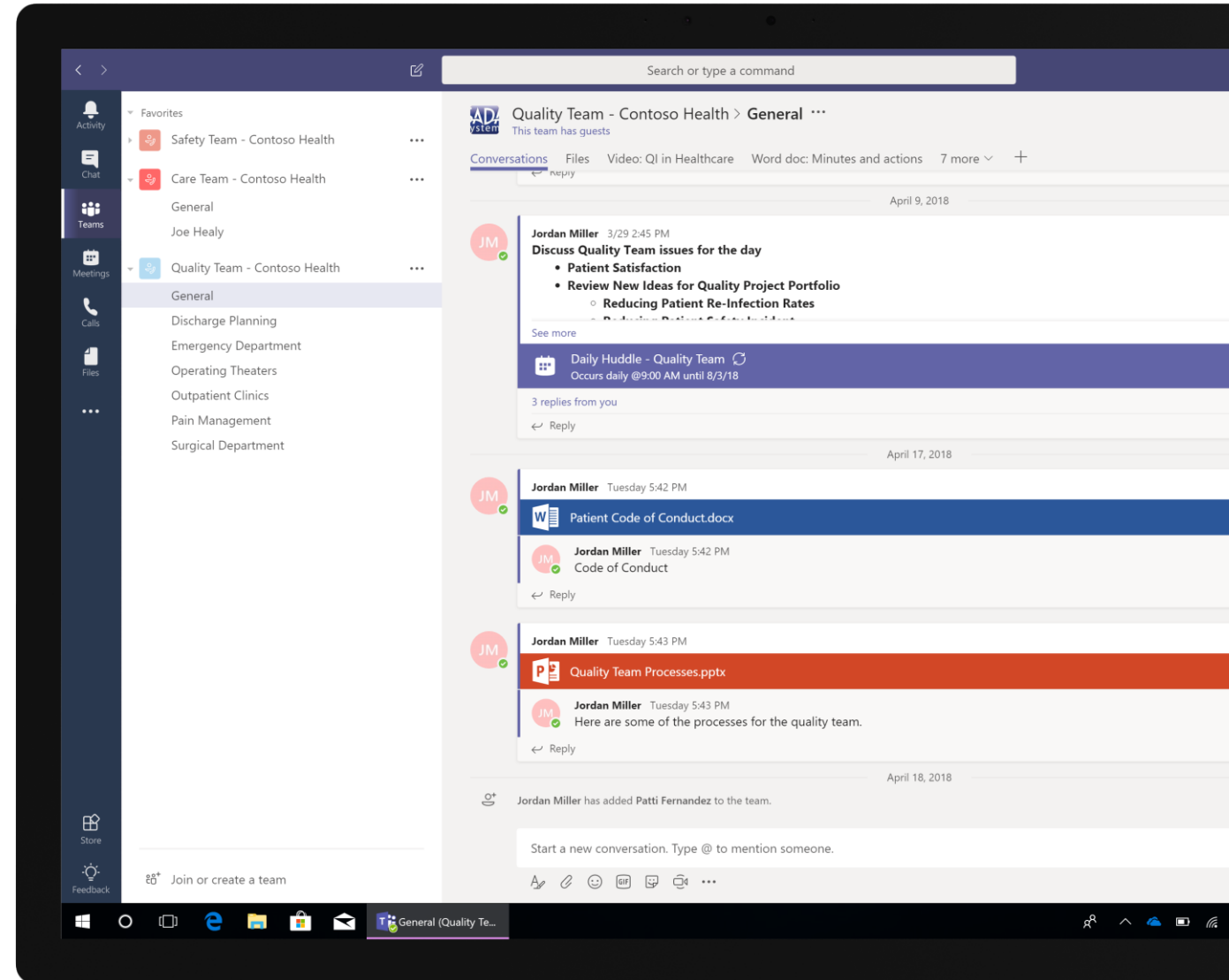
Communicate and share ideas with your health team

Enable contribution before, after and during huddles in an open and transparent way

Discuss and prioritize the most impactful ideas

See conversation history & onboard new team members

Communicate across organizations and geographies with 1:1 and group chats



# Collaborate with integrated Office 365 apps you love

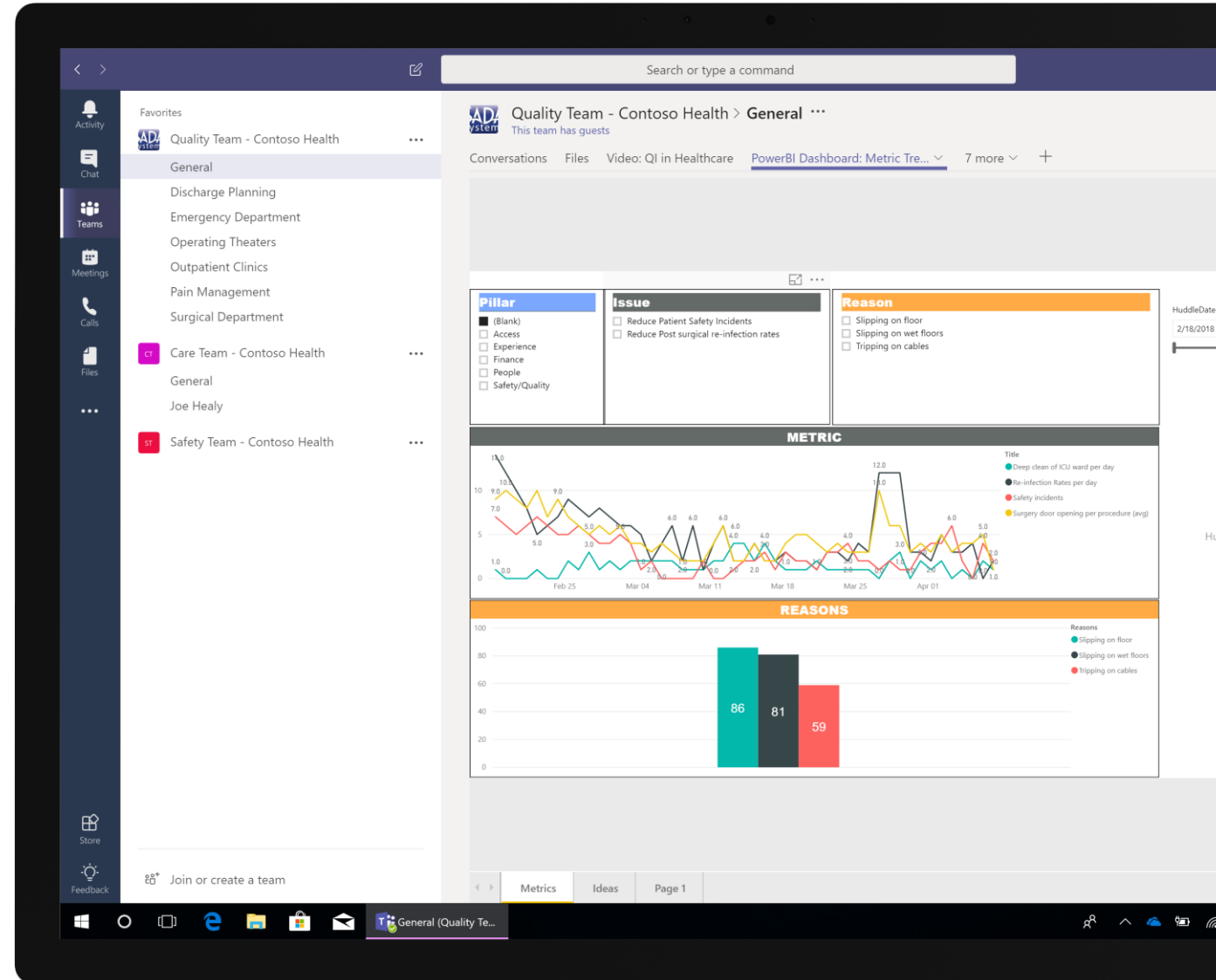
Leverage PowerBI to measure implemented ideas

Utilize Microsoft Planner to organize and prioritize ideas

Use PowerApps to enter and track data like safety metrics

Record notes and action items centrally using OneNote

Access conversations, files & tools in a central workspace



# Customize and extend to tailor your workspace

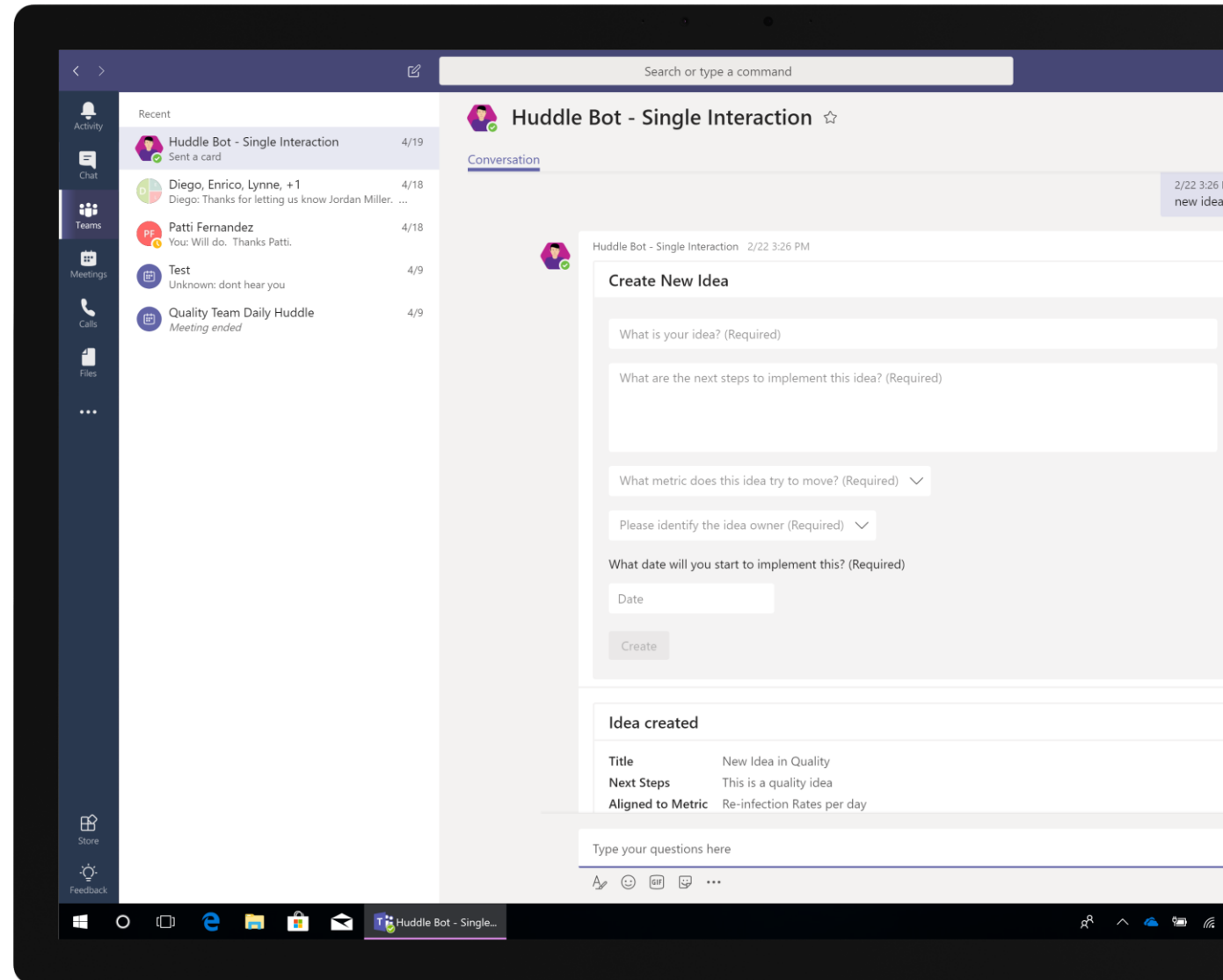
Build integrations to existing business processes

Use Bots to quickly share ideas with health team

Use Connectors to interact with LOB apps & integrate 3<sup>rd</sup> party services

Pin important files for easy reference in the workspace

Manage trusted apps for employees and the organization



# Demo: Process improvement Huddle

# Project

<https://github.com/OfficeDev/Office-365-Huddle-Templates>

# Microsoft Teams

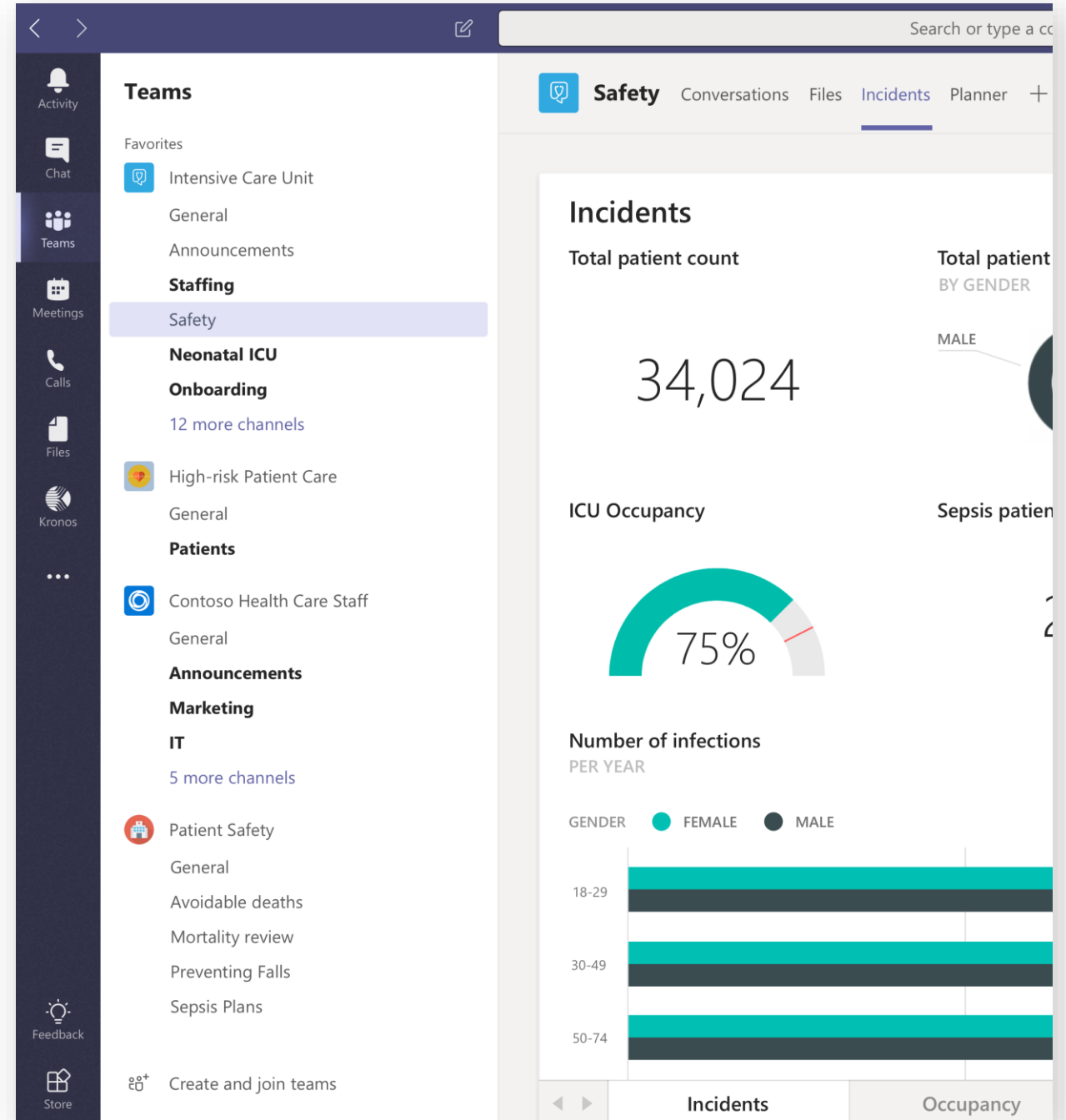
 Tabs

 Bots in conversation

 Adaptive cards

 Bots in 1:1 chat

 Messaging Extensions



The screenshot displays the Microsoft Teams interface. On the left is a navigation sidebar with icons for Activity, Chat, Teams, Meetings, Calls, Files, Kronos, and Store. The main area shows a 'Teams' list with channels for Intensive Care Unit, High-risk Patient Care, Contoso Health Care Staff, and Patient Safety. The 'Safety' channel is selected, showing a 'Safety' sub-channel. On the right, a 'Safety' dashboard is visible with tabs for Conversations, Files, Incidents, and Planner. The 'Incidents' tab is active, displaying a large number '34,024' for 'Total patient count'. Below this is a gauge chart for 'ICU Occupancy' at 75%. At the bottom, a bar chart shows the 'Number of infections PER YEAR' by gender (Female in teal, Male in black) for age groups 18-29, 30-49, and 50-74.

Age Group	Female	Male
18-29	High	Medium
30-49	High	Medium
50-74	High	Medium



# Demo: Compose Extensions Microsoft Teams

# Why build a healthcare bot in Teams?

Bring increased productivity to your enterprise



Enable your teams to **make decisions and take action faster**



Reduce **context switching** on important tasks



Create opportunities for **collaboration** around external content

# Project Documents



<https://docs.microsoft.com/en-us/microsoftteams/platform/concepts/messaging-extensions>

# Demo: SmartLink

