Demystifying business process complexity through PowerApps for a Shipping and Container Industry Leader

Our Client

The client is a shipping and container industry major that builds containers and refrigeration machines catering to shipping companies, fruit corporations and leasing enterprises.

GEOGRAPHY
Europe

INDUSTRY
Manufacturing/Logistics

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Key Challenges

The client was facing delays and increased system dependencies due to the existing legacy systems.

1 | Complex system processes for end users

2 | Non intuitive user interface for end users

3 | Inability to take action anytime and from anywhere

Solution Overview

Sonata developed applications to address specific challenges faced by the company in delivering a seamless experience for the customers. The primary objective was to simplify the complexity of the business processes and make the UI/UX simple & intuitive for end users. Sonata created 4 applications through Microsoft PowerApps.

01	Purchase Requisition Approval
02	Purchase Order Approval
03	Change Request Application
04	Asset Service Request
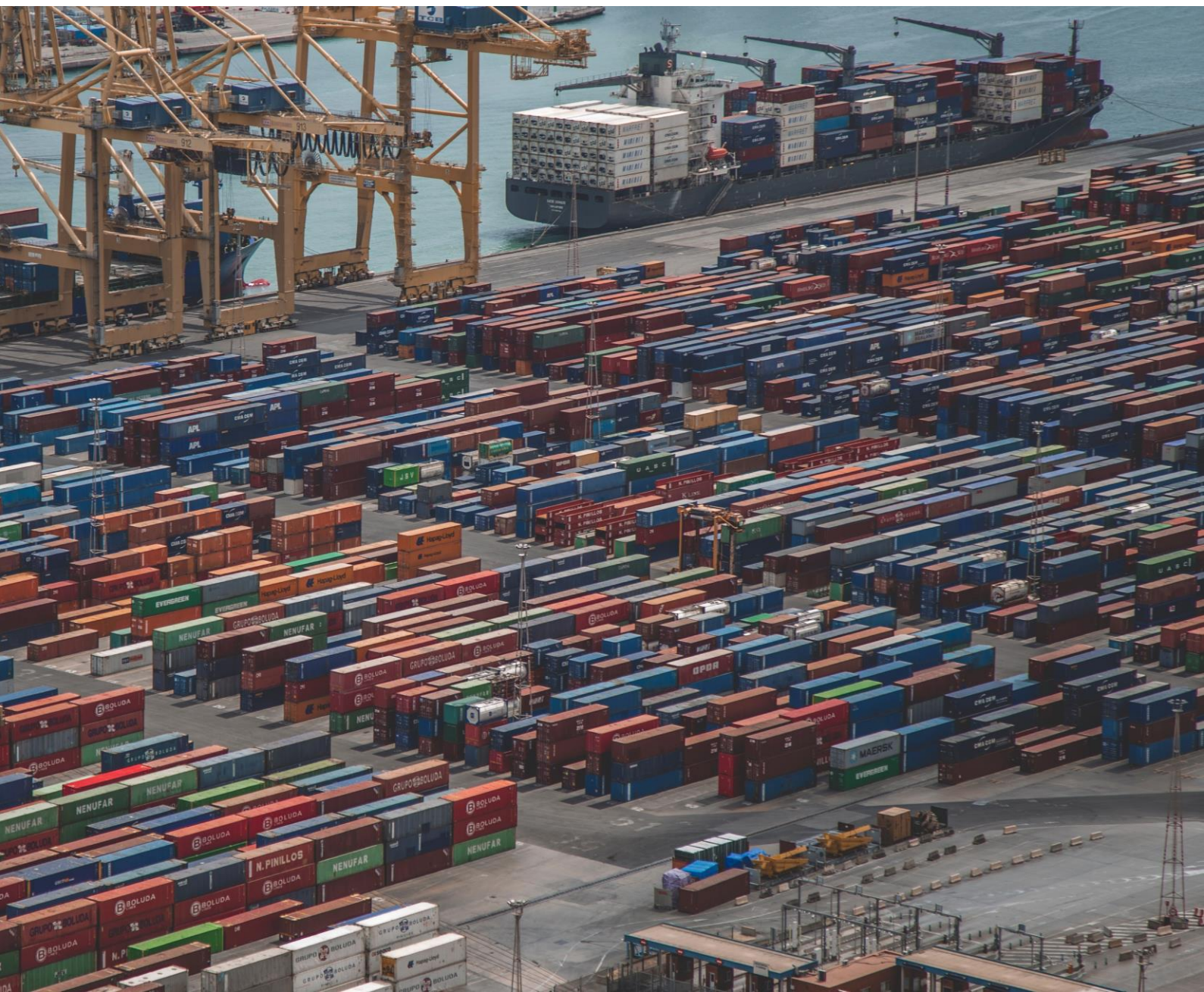
Purchase Requisition / Purchase Order Approval

The application was developed with PowerApps to

1.   Enable Procurement managers
     - To receive, view, accept or reject purchase orders with a note, through a mobile app
     - To have a consolidated view of all approved or rejected purchase orders
2.   Establish connection between PowerApps & backend MS AX for exchange of data

Change Request Application

Built a Mobile app solution using PowerApps to

1.   Enable Service Personnel to
     - Log change requests in MS Dynamics through the mobile app
     - Track the status of change requests through the mobile app.
     - Create new change request with multiple line items
2.   Established connection between PowerApps & backend MS AX for exchange of data
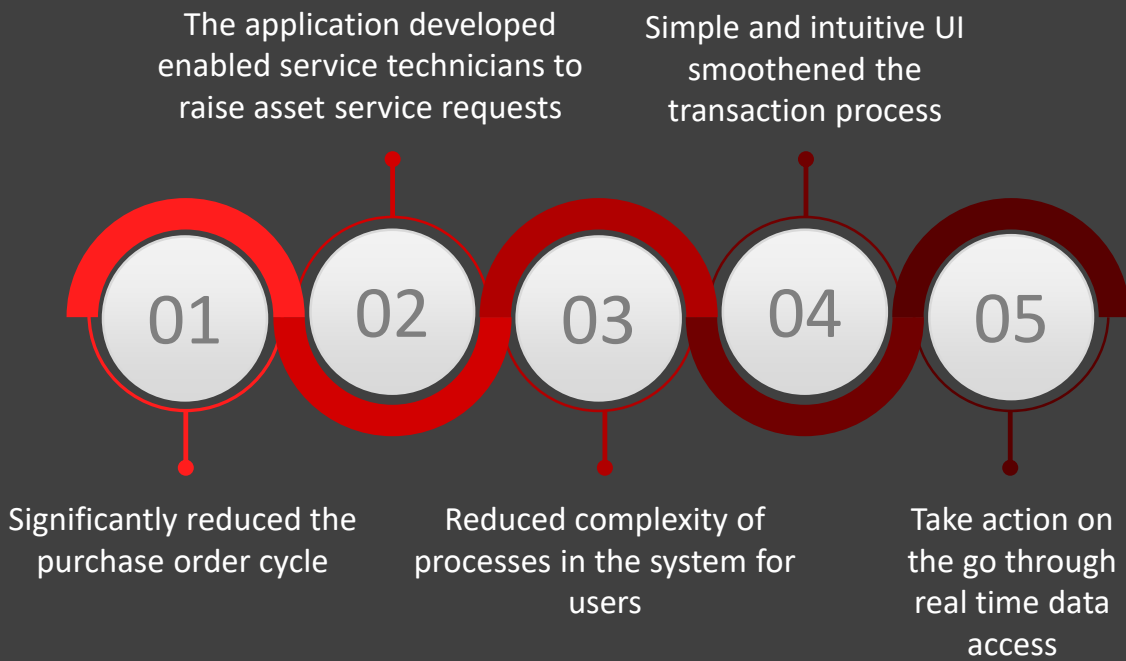
Asset Service Request

The application created using PowerApps was aimed to

1.   Enable Supervisors to create service request for repairing assets by uploading asset pictures & barcode
2.   Establish connection between PowerApps & backend MS AX for exchange of data
     - To retrieve all asset information required for servicing for service technicians
3.   Enable Service technicians across Geos to
     - View details of assets to be repaired when they are at the asset's physical location
     - Track status on each asset serviced in real-time
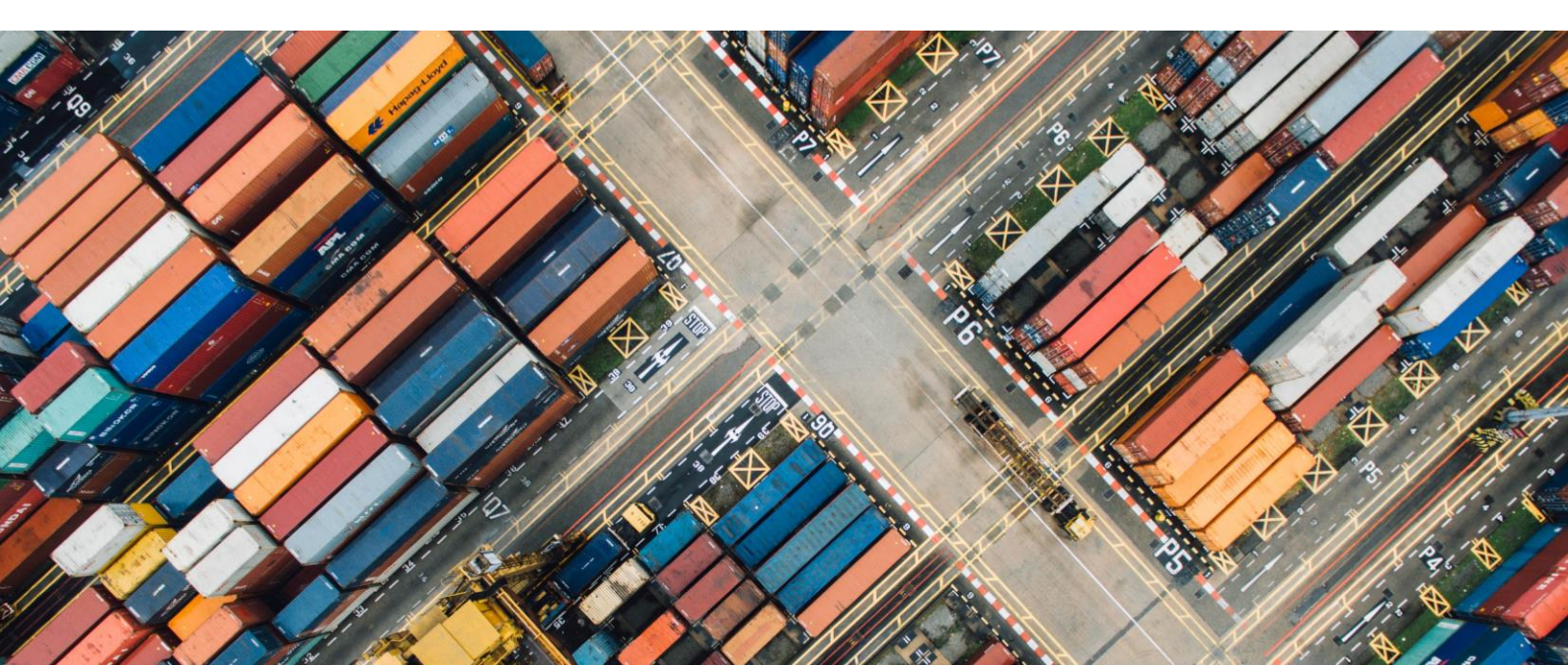
Benefits

Sonata simplified the transaction cycle through a lucid and user-friendly mobile application.

The application developed enabled service technicians to raise asset service requests

Simple and intuitive UI smoothened the transaction process

01   02   03   04   05

Significantly reduced the purchase order cycle

Reduced complexity of processes in the system for users

Take action on the go through real time data access

WHY SONATA?

Sonata helps clients unlock value and growth through Platforms with Sonata's proven Platformation services. We also help enterprises in shaping their Digital Agenda, Platform thinking and in reimagining Platform business models and ecosystem.

Sonata's platformation approach helps clients to choose a solution that best fits their needs; balancing readily available platforms and solution customization

1. **Sonata READY:** End-to-end, industry-specific digital business platforms
2. **Sonata ACCELERATE:** Deploy popular horizontal platforms adding required functionality
3. **Sonata CUSTOM:** Engineer custom platforms that deliver unique digital capability and scalability

Sonata is a global technology company, that enables successful platform based digital transformation initiatives for enterprises, to create businesses that are connected, open, intelligent and scalable. Sonata's Platformation™ methodology brings together industry expertise, platform technology excellence, design thinking-led innovation and strategic engagement models to deliver sustained long term value to customers. A trusted partner of world leaders in the Retail, Manufacturing, Distribution, Travel, services and Software industries, Sonata's solution portfolio includes its own digital platforms such as Brick & Click Retail Platform©, Modern Distribution Platform©, Rezopia Digital Travel Platform©, Kartopia E-commerce Platform©, Halosys enterprise development automation Platform©, and CTRM Commodity trading and risk management Platform©, KODO - AI powered customer experience (CX) Platform, Sonata's Platformation realization services have been specifically designed so that implementation of services on Microsoft Dynamics 365, Microsoft Azure, AWS, Cloud Engineering, Managed Services as well as on new digital technologies like IoT, Artificial Intelligence, Machine Learning, Robotic Process Automation, Chatbots, Block Chain and Cyber Security, deliver to the Platformation promise. Sonata's people and systems are nurtured to bring together the depth of thought leadership, customer commitment and execution excellence to make a difference to business with technology.

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