

## Revolutionizing operations with a scalable solution for a leading constructions warranty solutions provider

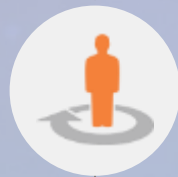
### Industry: Construction Warranty

### About Client/ Context

A leading UK-based provider of warranty solutions for the construction industry, sought a strategic partner to overhaul its IT systems. Their self-designed Dynamics 365 setup was plagued with incorrect configurations, hampering scalability and operational efficiency. They required a robust, automated system to streamline both internal processes and customer interactions.

### Key Technologies

- ▶ Microsoft Dynamics 365
- ▶ Microsoft SharePoint
- ▶ Power Platform
- ▶ Adobe e-Sign Solutions
- ▶ Customer Voice for Dynamics 365
- ▶ Power Pages



### The Challenge

- ▶ **Incorrect D365 Setup:** The existing setup caused maintenance issues and data inaccuracies, making scalability impossible.
- ▶ **Lack of Strategic Guidance:** Lacked a strategic partner to provide correct architecture and design advice.
- ▶ **Limited System Usability:** The old system's limited operations and inaccuracies led to reduced usage.

### Our Solution

- ▶ **Customized Dynamic 365 Solution:** We realigned D365 to match customer's operational needs, ensuring the architecture mirrored real-world relationships.
- ▶ **Customer Facing Portal:** Using PowerApps Portal, we developed a responsive and feature-rich portal for customer interactions.
- ▶ **Automated Notifications:** Implemented branded email templates for automatic notifications, keeping all parties informed about application statuses.
- ▶ **E-Sign Integration:** Enabled customers to e-sign agreements seamlessly with Adobe e-Sign Solutions, automating status updates.
- ▶ **Secured and Role-Based Views:** Designed customized views on the portal for different user roles, enhancing security and usability.

### Value Delivered

- ▶ **Enhanced Efficiency & Accuracy:** The systematic tracking of information significantly improved the efficiency and accuracy of company's operations.
- ▶ **Return on Investment (ROI) & Focus:** By consolidating operations into a single, capable system, the company could focus on delivering superior services to their customers.
- ▶ **Scalability:** The robust base architecture allowed the system to evolve and scale over the past years without hitting a dead end.