AntexCloud uses Power BI and PowerApps to help Profi System avoid data entry errors, ensure SLAs and timely contracts fulfillment

Profi System • Utilities

Profi System specializes in providing municipal services to residents of city of Moscow (management and ongoing support of communal objects and technical infrastructure of public utilities).

Profi System belongs to SMB market. It only has 1 office, so every service order inquiry is essential. A firm service contract with city council is crucial for a small business - but is always a challenge, especially reputation-wise. In order to get the contract renewed, it is not enough just to provide quality services and maintain public services infrastructure in order: an extensive list of SLAs has to be met too, including master timeline with key deadlines.

While there are only 3 employees in the office, the company has several **mobile service agents** that have to receive new and updated service orders (and do reporting) on an ongoing basis, while doing customer visits all the time.

Inspections Manager. Everything is under control.

«With the monitoring and reporting system designed by AntexCloud, based on Microsoft Office 365 platform, we became able to improve customer service quality and eliminate time waste (or service delays) by 80%.

AntexCloud consultants have designed series of reports that enabled ongoing monitoring of service agents work, that provided us with proven facts for justified

Problem description

For a small service provider it is crucial to update service engineers about service timeline in a fast and timely manner, and then efficiently control that services are being delivered as planned, because some things may slip.

Traditionally, service engineers were supposed to show up in the office in person, in order to report closed service orders and receive new ones (both in the paper form, as the customer had to sign the order to certify that the service has been delivered fine). Unfortunately, some orders were late, and in some cases the reports could not be verified objectively. Because of that, the company faced several difficulties in demonstrating timely provision of services in strict accordance with the contract.

AntexCloud consultants have advised Profi System to design and implement smartphone-based service order tracking system, that would allow assigning work to be done to a particular service engineer and track its status (and get reports) in real time. Other alternatives to automate provision of these services turned out to be either more expensive, or more difficult to design.

Products & technologies used:

- Microsoft Office 365
- Power BI
- PowerApps

Company highlights:

- municipal services
- 1 office
- 7 employees
- 4 mobile workers

The process

After initial problem analysis, **AntexCloud** consultants have offered the custom-tailored solution based on **Office 365** platform, **Power BI** and **PowerApps**. PowerApps technology allowed to instantly deliver information and collect reports on the spot (on employees' smartphones or tablets). It has rendered usage of calls, whatsapp, or other communication tools unnecessary, and greatly streamlined business processes.

Service engineers no longer had to commute to/form the office for reporting; business has become paperless – each customer visit now generates a record in a dedicated SharePoint database. Geolocation data is saved too throughout the day, which serve as a demonstrable proof of the service delivered.

Visual reports (powered by **Power BI**) provide the management with easy-to-grasp reports, and help to get high-level overview of the current situation at any given moment. Now the company can be sure that the timeline it committed to with a particular contract, will be met accordingly.

The results

The solution designed by **AntexCloud** allowed Profi System to get rid of the «human factor» in both reporting and placing new orders.

As the result, the validity of the information has improved significantly, and service timelines are now rigorously met in accordance with contracts.

Paper ordering and reporting was eliminated completely. Use of geo-location enabled to control and verify that service orders were indeed made, and have exact timings.

Service engineers now have more time for actual repairs, and use of smartphone-based reporting made their live much easier.

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Gold *Application Development*
Gold *Collaboration and Content*
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Gold *Cloud Productivity*
Gold *Windows and Devices*
Silver *Small and MidMarket Cloud Solutions*
Silver *Project and Portfolio Management*

AntexCloud develops multilingual business solutions based on Office 365, SharePoint, Power BI & PowerApps

AntexCloud is registered in Netherlands. We consult, propose, develop and implement custom-tailored solutions based on Office 365 infrastructure. Our solutions require low investment and maximize ROI from Office 365 licenses that you already own.