POWER PLATFORM & BUSINESS DECISIONS

A NEXTWIT OVERVIEW ON BUSINESS PATTERNS

MICROSOFT POWER PLATFORM MEETUP. 23 JUNE 2020

SPEAKERS

MÁRTON HORVÁTH

Partner
Data Architect

Helping mainly large corporate clients in their data and analytics strategy, previously worked @ OTP as Head of Group Data Services.

*Before Nextwit*

accenture
otpbank IBM

ÁRMIN GULBERT

Partner
Business Designer

Spent the last couple of years with the digitization of big service providers in a customer-driven way, transform their mind- and toolset.
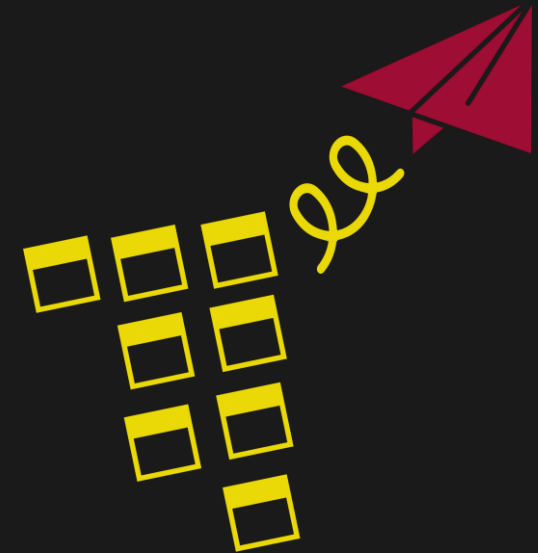
Before Nextwit

vodafone accenture
mito clever things

We help decision makers to gain a data-driven understanding about the business and call next the best move with greater confidence and agility.
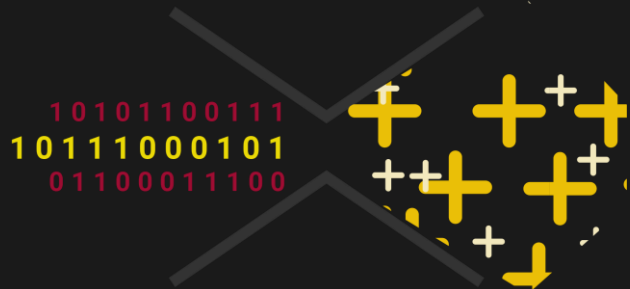
BUILD DATA-DRIVEN COMPANIES THROUGH DIGITIZATION

UNDERSTAND PROBLEMS WITH THE POWER OF DATA AND DESIGN

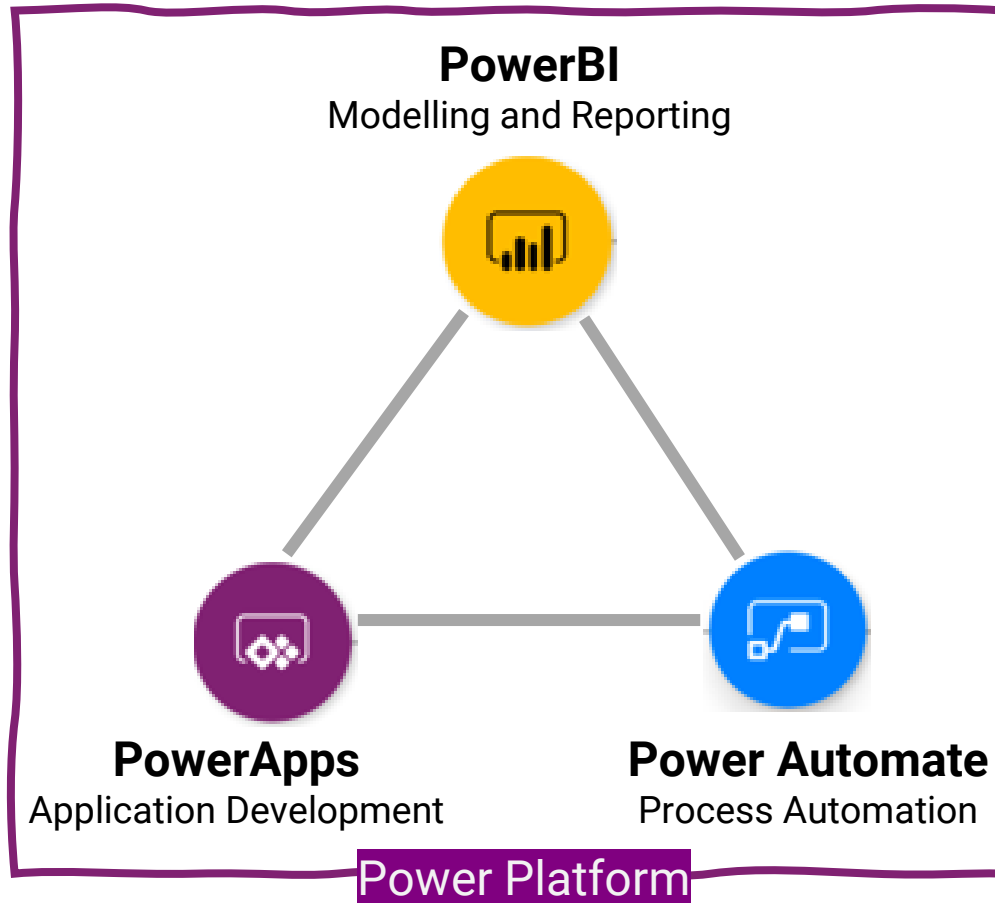**DEFINE YOUR NEXT BEST ACTIONS AND DELIVER RESULTS**

COMPONENTS

STEP 3

STEP 2.5

STEP 2

STEP 1

PowerBI
Modelling and Reporting

Azure Blob
File storage

Azure Functions
Data Integration /
Automation

O365 / M365
Personal Productivity

Azure SQL
Data Storage /
Modelling

PowerApps
Application Development

Power Automate
Process Automation

Power Platform

**Software-as-a-Service Tool
With Open API**

POWER PLATFORM BUSINESS PATTERNS

Need for mobile / hardware capabilities

Need for citizen developers

Requirements are not crystal clear

SPEED

Internal process in a cloud ready company

Comprehensive view for decision making

Low complexity in processes

Want to kill scary user experience

Missing function in SaaS / OnPrem tool
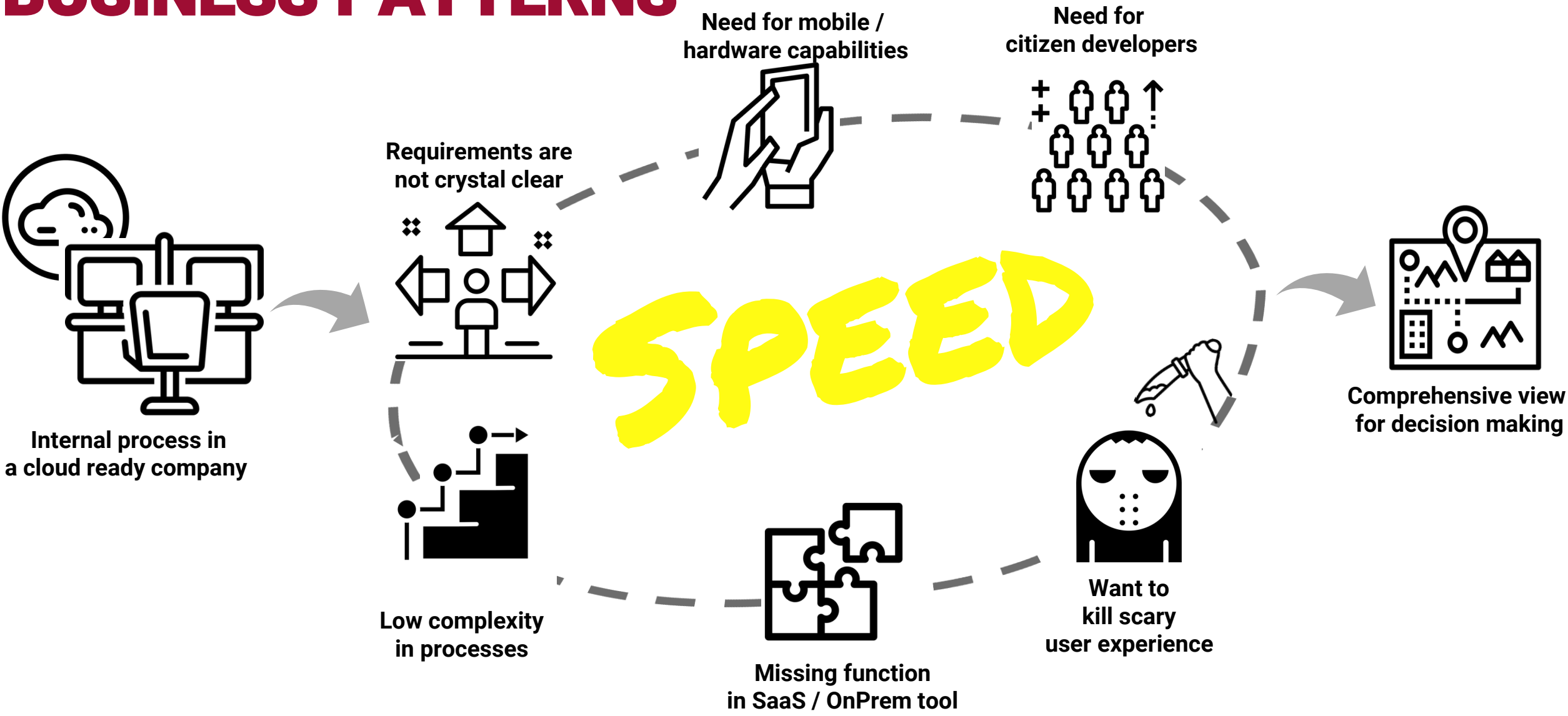
VARIOUS SITUATIONS WITH VARIOUS CHALLENGES

1 **High-end furniture showroom**
Digitize operations end-to-end

2 **Contemporary women's fashion store**
Blend physical & online experience

3 **Where internal innovation and speed matter**
Support design sprints

DIGITIZE OPERATIONS END-TO-END

Characteristics of the case

The challenge at a glance

How to digitize the operation for a company which serves customer with high-end services and products, and do it in a way that matches with the organization openness and flexibility.

Implementation critical project steps:
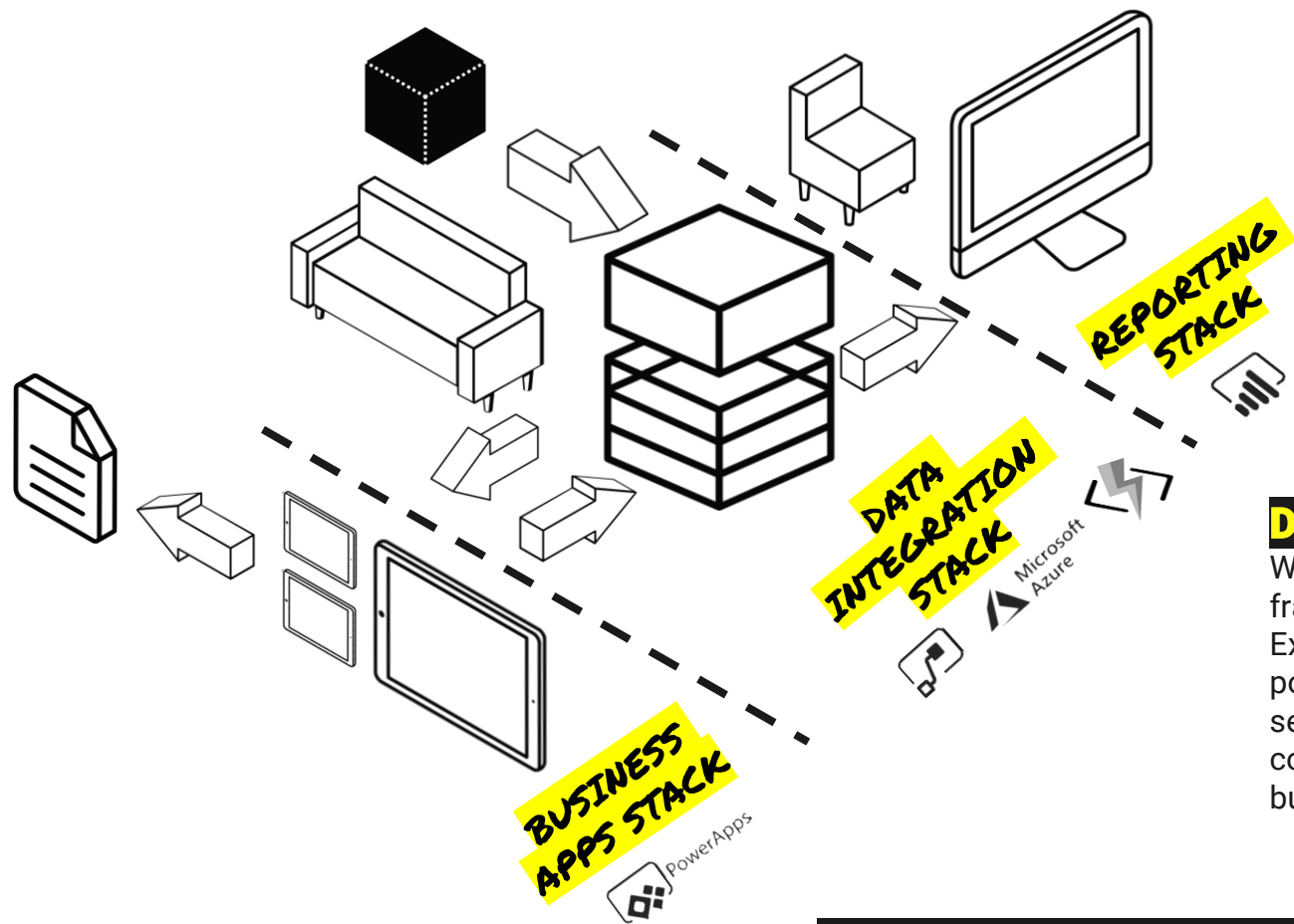
User Experience Design

Iterative Testing and Delivery

Insight Generation

Business benefits

Quick and smooth reaction on changing requirements
We followed an iterative approach to design and create dashboards for each key business area (ie. customer history, E2E order management…etc.). The biggest learning was that the appetite for data grows as you see the business potential through usage.

Deliver data with a purpose
We identified highly valuable but fragmented data circles which existed in Excel files, paper based documents and on post-it's. We created a comprehensive service blueprints which show the connection between customer journey and business process steps.

Digital tools fitting to appetite
We believed that all-around ERP solutions would have been a huge jump for the organization. Rather we propose an ecosystem of business applications which fits with the functional and usability need of user segments (ie. front office, back office, in between employees).

REPORTING STACK

DATA INTEGRATION STACK

Microsoft Azure

BUSINESS APPS STACK

PowerApps

LEARNINGS:
- DO NOT OVER COMPLICATE AND SOLVE EVERYTHING
- IT WAS MORE OF A BUSINESS ANALYST JOB
- BE BRAVE AND COMBINE IT WITH CUSTOM SOLUTIONS

LIGHT-WEIGHT ERP SOLUTION

BLEND PHYSICAL & ONLINE EXPERIENCE

Characteristics of the case

The challenge at a glance

A previously brick and mortar only store went online with Shopify, but missed core business functions as physical stock keeping based on barcodes and a comprehensive view on sales on multiple sales channels.

Key questions

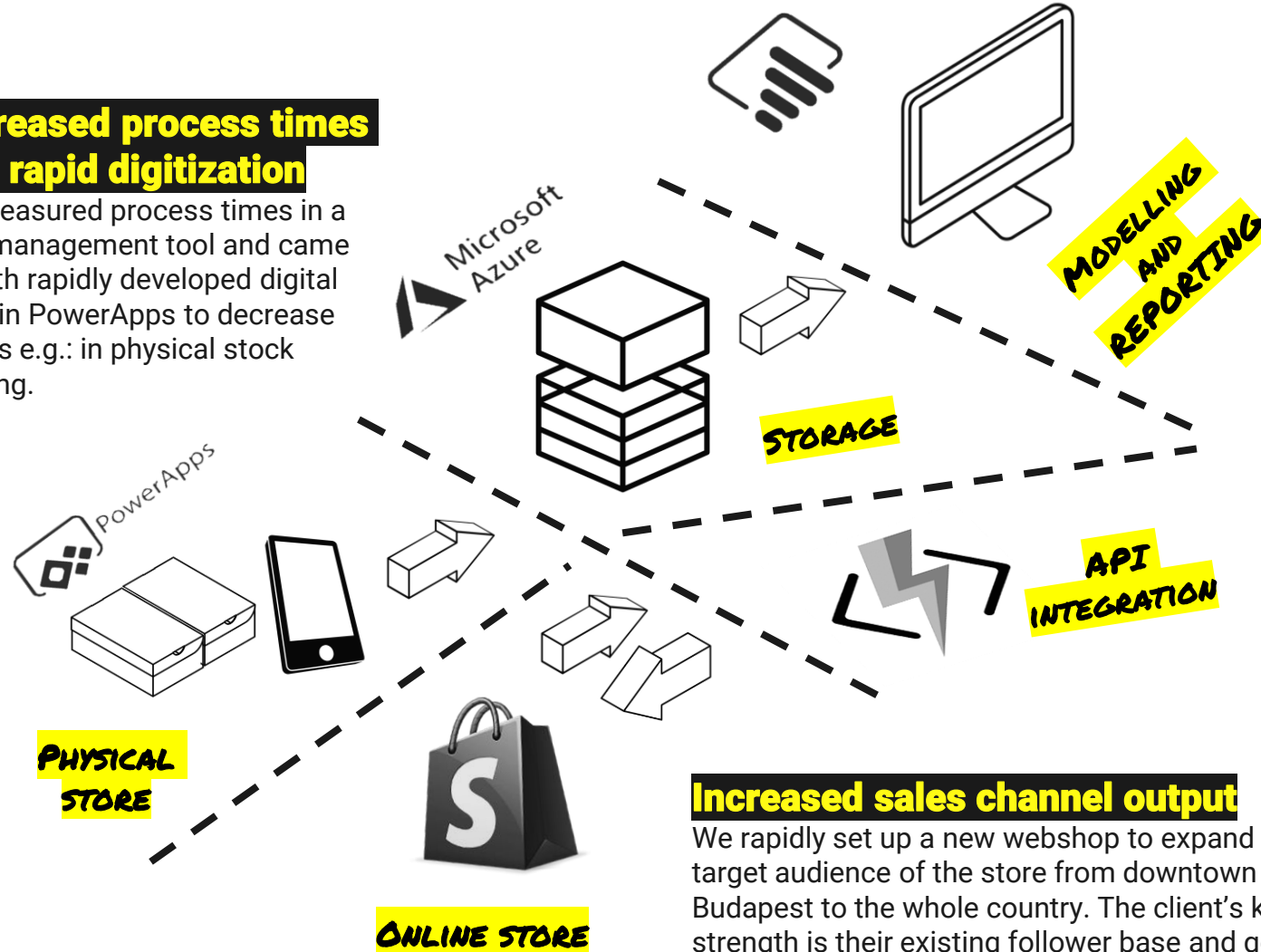How far could we get with a service like Shopify?

What if you reach the limits of the software?

If everything is about speed and inventory cycles, how much time should I spend on software development?

THE SOLUTION

Business benefits

Decreased process times with rapid digitization

We measured process times in a task management tool and came up with rapidly developed digital tools in PowerApps to decrease efforts e.g.: in physical stock keeping.

Microsoft Azure

PowerApps

MODELLING AND REPORTING

STORAGE

API INTEGRATION

Physical store

Online store

Increased sales channel output

We rapidly set up a new webshop to expand the target audience of the store from downtown Budapest to the whole country. The client's key strength is their existing follower base and good reach in the fashion influencer world. No need for anything else, give them the platform to sell!

Finally a comprehensive view for better decisions

Modularity can speed up your service delivery, but can be confusing when trying to make strategic decisions. We put everything together in an Azure SQL database and added the business logic for it in PowerBI.

Learnings:

- Do it fast: sell instead of plan / develop (worst case: iterate one more)
- Do not reinvent the wheel: use saas tools such as shopify for the basics
- Keep everything together when making business decisions
- Keep pricing in mind, but align with your business strategy (market share increase vs. margin management)

WHERE INTERNAL INNOVATION AND SPEED MATTER

SUPPORT DESIGN SPRINTS

Characteristics of the case

The challenge at a glance

How to come up with internal business solutions and applications with great usability and solve problem root causes? Considering limited resources, time and high uncertainty.

Implementation critical project steps:

Define Data Needs

Generate Insights

User Experience Design

Iterative Testing and Delivery

PROJECT MANAGEMENT TOOLSET

DATA INTEGRATION STACK

REPORTING STACK

TASK MANAGEMENT

API INTEGRATION

Microsoft Azure

EMAIL TOOL

FEEDBACK APPLICATION

PowerApps

HELLO ARMIN GULBERT

HOW DID YOU LIKE YOUR RECENT TASKS?
RATE 3 TRELLO CARDS

HOW IS YOUR WEEK?
SEND WEEKLY FEEDBACK

Business benefits

Data to enable relevant insights
You will have user groups who will use the generated data to support their business decisions. As they start to see the benefits of new information, data they will have more ideas how they can generate insights. This will drive the development of the data registering, visualisation and analysis tools.

Increased usage of digital tools (>>> more data)
We highly propose to forget that you can deliver complex things perfectly on the first try. How we see, you need multiple iteration rounds to try and learn. For this we suggest to use prototypes, which can be even a sketch on a piece of paper, a clickable mock-up, a LEGO model…

New functionality with minimal cost
Pre-defined connectors and customer integration helps you to create missing functionalities of legacy systems and tools. The Platform gives you the flexibility to deliver front- and backend functionality the only question is the complexity of your need. For that well defined requirements are must.

TIPS FROM NEXTWIT

HOW TO START WITH THE PLATFORM?

Understand your context and the root causes

Prioritise topics and select a pilot project

Start to solve the problem but keep it small

Understand and manage expectations

Iterate on the fundamentals

Data fields and connections
Flows and wireframes

Fine polish frontend

Fine tune performance / security through learning from experts (online links / forums / Microsoft)

Scale out or combine
(custom solutions, off the shelf products)

LET'S CONTINUE THE DISCUSSION

WHERE YOU CAN REACH NEXTWIT

nextwitservices.com

linkedin.com/company/nextwit

hello@nextwitservices.com