Hitachi Solutions

Power Apps: **Unlocking Innovation** for Retail and CPG firms

Less code. More Power.

Data is increasingly flowing from everything, and organizations that harness their data – to gain insights then used to drive intelligent business processes – will outperform those that don't. But there aren't enough programmers, data scientists and tech professionals to address the need.

At the same time, IT leaders are feeling the pressure to dramatically increase application delivery speed and time to value. The increased demand for software solutions in support of digital transformation has sparked the emergence of citizen developers outside of IT which, in turn, has influenced the rise in the need for low-code solutions.

On average, 41 percent of employees outside of IT – or business technologists – customize or build data or technology solutions, according to **Gartner, Inc.**, in a **press release** on the market for low-code development. Gartner also predicts that percentage will increase to more than 50 percent by year-end 2025.

Dynamic tools for all

Enter Power Apps, part of the Microsoft Power Platform. It's a best-of-breed, low code/no code answer to application development — a cloud-based application design surface with intuitive objects, powerful drag-and-drop capabilities, and the simplicity of Excel formulas. Power Apps connects to hundreds of business systems and databases, making it easy to connect workers with the existing processes and data that makes their business tick.
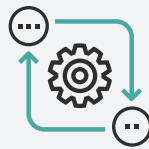
Power Apps

- One connected platform for everyone to innovate
- Build web and mobile apps fast and without limits
- Simple yet powerful from start to finish

Collect and display relevant data

Power Apps can collect and display customer and product data to better serve customers.

Automate repetitive processes

Power Apps relieves employees of manual and error-prone paper processes leaving them to focus on customers.

Optimize operations

Power Apps help to connect and digitize retail operations for smooth run, efficient, customer-friendly organization.

Sample Applications

Hitachi Solutions has combined our Power Platform technical expertise with our dedicated UX design experience to help retail and CPG clients deliver low code applications with great user experience. These simple solutions can help you digitize manual processes and streamline operations across your organization. The results? **Lower costs**, **increased productivity**, and **more opportunities**.

Look at just a few of our innovations at Hitachi Solutions:

Modernized Inspection Process

Challenge

Do you lack the insights to help you raise safety and quality standards across your business locations or assets? Our Hitachi Solutions' client needed a way to digitize its inspection process for both employees and managers. Employees needed a mobile solution for completing and uploading inspections, and regional managers needed the real-time ability to approve inspections, flag issues and create related work orders.

Solution

Hitachi Solutions deployed a Power Apps solution to ensure that retail locations are regularly inspected and that issues could be resolved promptly. The solution includes versatile checklists that allow team members complete routine inspections in the field, upload photos, and report and track issues through to resolution, all using a mobile or tablet device.

Data is stored in a central database for easy reporting and runs from Microsoft Teams to optimize collaboration between employees at all levels, from front-line workers to regional store managers who may need to approve the inspection. This simple Power App solution takes paper processes to the digital sphere, creating better experiences by **standardizing operations**, **supplying consistent data,** and **providing transparency** so that issues can be resolved quickly.

Hitachi Solutions

Business outcomes

- **Real-time insight** — awareness of the frequency of completed quality inspections, current performance, and potential quality issues
- **Shared accountability** empowers team members and creates a more effective workforce
- **Better and faster decision-making** for managers
- **Added value realized** from related Microsoft solutions (Teams)
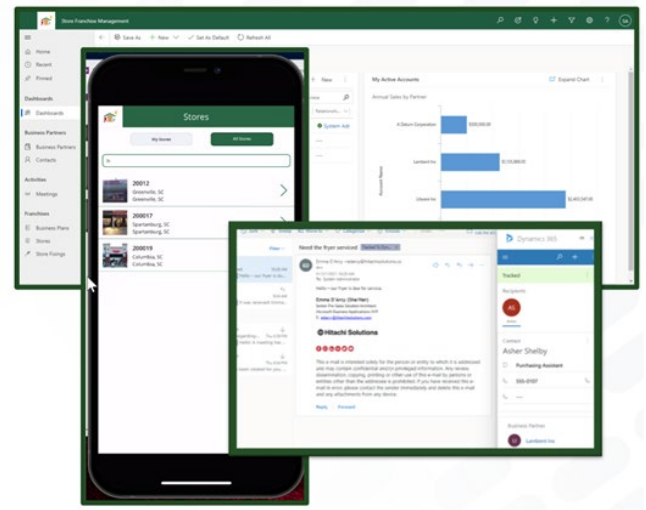
Transparent Franchise Management

Challenges

It is important to franchisors that their franchisees prosper because their success reflects upon the brand. But they can't do it without transparent, two-way communication. Our client sells primarily through franchises and large retailers, having numerous challenges for communications, brand management, and marketing of the company's products through its franchises. They needed a solution to collaborate with franchisees, to manage business functions, and to gain insight into their franchisee operations.

Solution

Hitachi Solutions implemented a franchise management solution, using a Power app portal that allows franchisees and franchisors to communicate efficiently and transparently, keeping track of their needs all in one location.

The self-service portal makes it easy for franchisors to securely share information including guidelines, branding, and marketing materials and contracts. Franchisees can update their information and submit required documentation and photos via an easy-to-use canvas app. With the new tools, internal teams and franchisees are better positioned to manage the many aspects of the business from brand management to marketing.
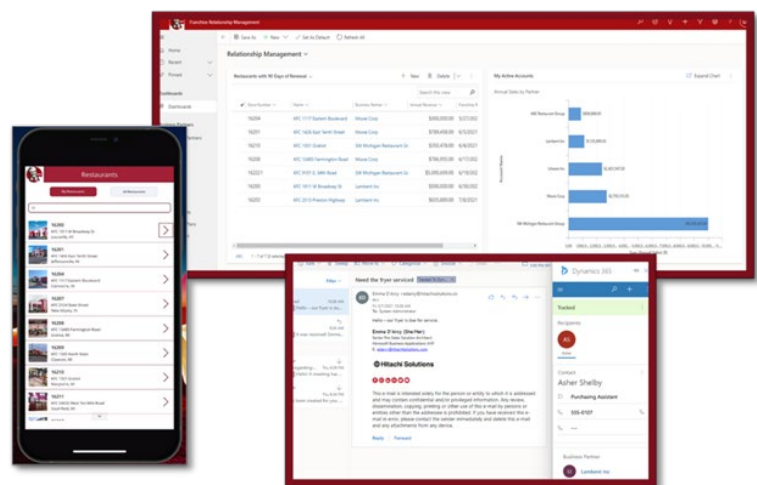
Business outcomes

- Encourages franchisees to better represent the brand and become more profitable
- Improve communication and insight to help franchisees deliver compelling offers to customers
- Full visibility for store maintenance and ensured consistency between stores
- Reduce time to consolidate data needed to help franchisees plan effectively

Integrated, seamless order taking

Challenge

A steel manufacturer with multiple production facilities, segmented by product group, wanted to standardize its customer sales experience, allowing customers to receive products more quickly, and with little disruption to production systems. With product groups working independently, they needed an easy-to-use solution that would drive adoption and usage, while providing an omnichannel connection to their CRM system that integrated with their order management system.

Solution

Using the client's ERP of record, an embedded power app was created to connect all sales channels with service representatives who receive call notifications for orders. The power app allows service reps to copy earlier orders and edit for reorder. It also integrates the order entry with the client's Intelligent Order Management System, which, in turn, suggests the best production facility to fulfill the order based on manufacturing specifications, margin, location, shipping schedules and time to delivery.

Business outcomes

- Increased efficiency through order automation from order entry to delivery
- Reduced the manual errors and follow-up to order completion
- Standardized order entry process for disparate product groups

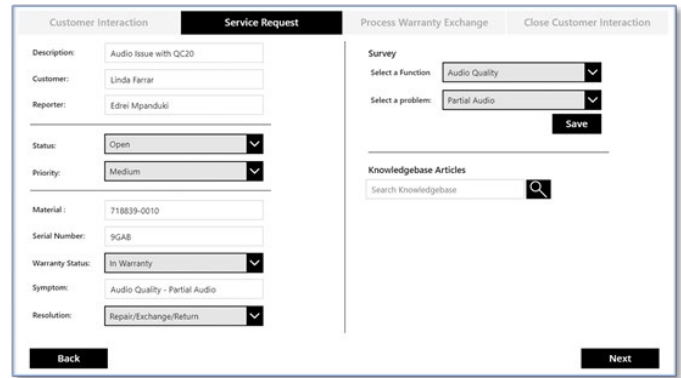## Streamlined service transactions

Challenge

Hitachi Solutions helped a leading headphone manufacturer modernize an antiquated product return process, where hundreds of agents had to navigate between multiple, disparate systems and create multiple records to process a return, including copy/pasting inbound and outbound codes without any system validation. The process was time consuming, leading to high error volume and customer delays.

Solution

By building a process-driven Power App solution with automated logic, the agents could complete a transaction, while capturing and verifying data in multiple back-end systems, including CRM and the company's on-record ERP. A bot guided the user through the process, automatically verifying the customer information, creating the interaction, and retrieving details for service types and codes.

The power app provides a single, easy to-use window with a superior interface for more than 1,000 global service representatives to enter all facets of the return or service transaction using a consistent and streamlined process.

Business outcomes

- Increased efficiency and reduced cost of operations
- Integrated into customer service process globally for consistency and error reduction
- Improved customer experience and satisfaction

Enterprise-grade governance

While Power Apps provide an opportunity to meet changing business needs, proper guidance and guardrails are necessary for healthy productivity and to safeguard sensitive business data. Power Platform uses the same security stack as Azure, integrating with Microsoft's most advanced information protection and compliance tools.

With the Microsoft Power Platform, your data is governed and authenticated through Azure Active Directory (AD) — enabling rich policies and multi-factor authentication. Administrators have full visibility into everything citizen developers and users do — it's governable, automatable, auditable, and manageable by default.

Organizational adoption

Adopting a modern technology with such broad applicability as Power Apps is a transition for any organization. You can encourage its growth by providing the tools and training for business personnel who want to explore the functionality. By communicating your citizen developer strategy broadly and by publicly rewarding early achievements, you can instill a culture of empowerment for citizen developers.

Hitachi Solutions

Power Platform's low-code approach to solution delivery has enabled thousands of organizations around the world to use technology to transform their business, enabling more makers than ever to create applications and use mobile platforms to transform organizations with new ways of working.

Next Steps

At Hitachi Solutions, we have found the best practices that underpin organizations as they implement digital transformation using Power Platform. We do this with a transparent process, standards, and an unrivaled commitment to quality.

Recently, Microsoft awarded our established team of experts with an advanced specialization in low code development. It's a validation of Hitachi Solutions capability to deliver high-fidelity services for low code/ no code solutions that can be implemented rapidly, allowing value to be recognized quickly.

Come learn about our evolving suite of retail and CPG solutions available on the Power Platform and how these technologies can make you a superhero in the eyes of your employees and customers.

Working with
Hitachi Solutions

Hitachi Solutions has the Azure technology experience and market-leading skills in change management, business processes and workplace advisory services. In short, we combine the best of both worlds — **technology and business**. We'll help solve your most pressing migration challenges and deliver the **reliability**, **performance**, and **security** your business stakeholders expect.

How We Compare

Team Experience

With over 16 years experience on avaerage, our team members offer unmatched expertise throughout the entire project lifecycle.

Collaboration

We build solutions for the modern era and meet your teams where they're at, whetther in the office, remote, or across the globe.

Industry Recognized Practices

From DevOps and automation of infrastructure to code delivery and regulatory compliance, our team is able to execute across the entire technology sphere.

Guiding Practice Principles

Our four practice principles guide the way we work: High Quality, Continuous Feedback, Predictable Delivery, and Embrace Change.

It's time to turn your bright ideas into brilliant ones.

Connect with Hitachi Solutions to learn more about our team and our story and **Get started with Power Apps today!**

Email Us ✉ NA.Marketing@hitachisolutions.com

Visit Us 🌐 www.global.hitachi-solutions.com

Follow Us in 🐦 f

Hitachi Solutions