Brilliware™
Ideate | Create | Innovate

Monabo Hygiene Services SharePoint and Power Apps
Applications Project

CSIR PROJECT SUMMARY

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PROJECT GOALS

The goal of the Monabo Hygiene project is to **enhance operational efficiency, improve system usability, and drive digital transformation** by optimizing PowerApps and SharePoint solutions. This includes:

- **Completing and refining** existing PowerApps to fully meet business requirements.

- **Improving data management and integration** to ensure seamless workflows.

- **Enhancing user adoption** through structured training and change management.

- **Automating processes** to reduce manual work and increase productivity.

- **Ensuring scalability** for future business growth and system enhancements.

By achieving these objectives, Monabo Hygiene aims to streamline operations, improve decision-making, and fully leverage its digital tools for long-term success.

WHY DID MONABO CHOOSE BRILLIWARE'S SOLUTION?

Monabo Hygienic Services selected Brilliware for its deep expertise in Microsoft technologies and its ability to deliver tailored digital solutions. With a strong focus on SharePoint optimization, Brilliware is leading a comprehensive development initiative aimed at enhancing user experience through intuitive interfaces and streamlined navigation. By implementing best practices in Microsoft 365 and Azure, Brilliware is also optimizing Monabo's data-capturing methods to improve accuracy, efficiency, and overall information management. The ability to assess, modernize, and align Monabo's SharePoint environment with industry-leading standards was a key factor in their decision.

PROJECT BACKGROUND AND PROBLEM STATEMENT

Monabo Hygiene, a leading hygiene solutions provider, is facing inefficiencies in its internal business processes due to fragmented and outdated systems. Their existing PowerApps and SharePoint solutions do not fully meet their operational requirements, leading to:

- Limited Functionality: Some PowerApps lack key features necessary for smooth business operations.

- Data and Environment Issues: Inconsistent data management and technical blockers prevent seamless workflow execution.

- User Adoption Challenges: Employees struggle to fully utilize the SharePoint platform due to usability issues and lack of proper training.

- Inefficient Workflows: Manual workarounds slow down processes, affecting productivity and decision-making.

To enhance efficiency, ensure user adoption, and align the system with business needs, a revamp of the PowerApps and SharePoint environment is required.

Monabo Hygiene initiated a digital transformation journey by adopting Microsoft PowerApps and SharePoint to streamline their business processes. During the assessment phase, key stakeholders highlighted the need for enhanced functionalities, better system integration, and structured user training to drive adoption. The project now focuses on refining and completing the digital solutions while ensuring proper onboarding and training for employees.

KEY PROBLEM AREAS

1. **Data and Environment Issues** – Inconsistent data management and technical blockers hinder seamless operation.
2. **User Adoption Challenges** – Employees struggle to use the new system due to usability concerns and lack of training.
3. **Inefficient Workflows** – Manual processes and limited automation cause delays and inefficiencies.
4. **Integration and Scalability Issues** – The current system lacks proper integration and scalability for future business needs.

CHALLENGES AND OBSTACLES

1. **Technical Challenges**

   o Incomplete development of PowerApps, leading to gaps in functionality.

   o Data inconsistencies and integration issues with SharePoint and other systems.

   o Limited automation, requiring manual workarounds.

2. **User Adoption and Change Management**

   o Employees struggle to adapt to the new system due to usability concerns.

- o Resistance to change due to unfamiliarity with PowerApps and SharePoint.

- o Lack of structured training and onboarding sessions.

3. **Operational and Process Inefficiencies**

   - o Manual workflows slow down processes, reducing overall productivity.

   - o Difficulty in tracking and managing stock procurement, employee data, and customer satisfaction.

   - o Poor reporting and analytics, affecting decision-making.

4. **Scalability and Future Growth**

   - o The current system does not easily scale with business expansion.

   - o Limited integration capabilities with external systems.

   - o Lack of flexibility to accommodate future enhancements.

SOLUTIONS AND STRATEGIES

Brilliware provided a tailored managed services solution to build a front-end tool for managing employee and stock data. The solution included several strategic phases:

1. Assessment Phase

First, a comprehensive assessment of the client's existing systems and processes was conducted. This included:

- **End-User Assessment**: Understanding user requirements and pain points for managing employee and stock data.
- **Security Review**: Evaluating current security measures to ensure data confidentiality and integrity.
- **Service Management Planning**: Creating a plan to align with Brilliware's managed services baseline for optimal performance and security.

2. Environment Re-Alignment

Following the assessment, the environment was re-aligned to Brilliware's Managed Services Baseline, ensuring it was optimized for security, cost efficiency, and performance. This phase included:

- **System Optimization**: Fine-tuning existing systems for improved performance and security.
- **Access Control Implementation**: Setting up role-based access control (RBAC) to enforce confidentiality and restrict access based on user roles.

3. Deployment Phase

The deployment phase involved building and configuring the front-end tool to meet the client's requirements. This included:

- **User Onboarding and Management**: Developing features for onboarding and managing employees, including leave management and access controls.
- **Stock Data Management**: Creating functionalities for tracking and managing stock data, including inventory levels and stock movement.
- **Finance Data Management**: Implementing tools for managing finance data, including expense tracking and financial reporting.
- **Integration**: Ensuring seamless integration with existing systems and databases for real-time data syncing and updates.

4. Continuous Improvement

To ensure long-term operational success, service delivery management processes were embedded. This phase included:

- **Monitoring and Support**: Implementing continuous monitoring and support to ensure the system runs smoothly and efficiently.
- **Ongoing Optimization**: Regularly updating and optimizing the tool based on user feedback and changing business needs.

RESULTS AND IMPACTS

1. Improved Operational Efficiency

    o   Fully functional PowerApps and SharePoint solutions will streamline business processes.

    o   Automated workflows will reduce manual interventions, saving time and effort.

2. Enhanced Data Management and Integration

    o   Consistent and accurate data across all applications.

    o   Seamless integration between PowerApps, SharePoint, and other business tools.

3. Increased User Adoption and Productivity

    o   Employees will be better equipped to use the system through structured training and onboarding.

    o   Improved UI/UX will make applications more user-friendly and efficient.

4. Better Decision-Making with Real-Time Insights

    o   Enhanced reporting and analytics will provide valuable business insights.

    o   Faster access to accurate data will improve strategic planning and execution.

5. Scalability and Future-Readiness

    o   A flexible and scalable system that grows with Monabo Hygiene's evolving needs.

    o   The foundation for future integrations and digital transformation initiatives.

CLIENT TESTIMONIAL

*"*Working with the team on our PowerApps and SharePoint revamp has been a game-changer for Monabo Hygiene. The improvements in our digital solutions have streamlined our processes, reduced inefficiencies, and enhanced collaboration across our teams. The automation and seamless data integration have significantly improved our operational workflows, allowing us to focus on delivering high-quality hygiene solutions to our clients.*

Beyond the technology, the structured training and onboarding sessions ensured our employees could easily adapt to the new systems, increasing productivity and user confidence. This project has set a strong foundation for our digital transformation journey, and we look forward to continued innovation and growth with this partnership." - [Bongiwe Monakedi, CEO]