HCLTech | Supercharging Progress™

Global FSI company seeks to simplify and streamline request management process

Customer solution story

Company profile

Our client is a global financial intelligence innovator providing world-class index, analytics and risk solutions that optimize investment impact.

The company delivers sophisticated and targeted solutions at scale to empower its clients – financial product issuers, capital owners and asset managers – to meet the unique and increasingly demanding sustainability goals of global investors. The primary solutions offered are world-class indices and best-of-breed analytics related to financial products and markets.

Included in the services the company offers is the ability of its clients to submit new customization requests, as well as tweaks, changes and enhancements to the existing indices. To align with the pre-defined product roadmap, internal business stakeholders engage in the delivery of internally-driven changes. All such requests must be vetted, approved or denied, prioritized, and then executed (if approved) or meticulously documented. Each step in this process needs to be coordinated and tracked. With **200+ requests** coming in yearly, the firm partnered with HCLTech to to simplify and streamline what had become an arduous manual process.
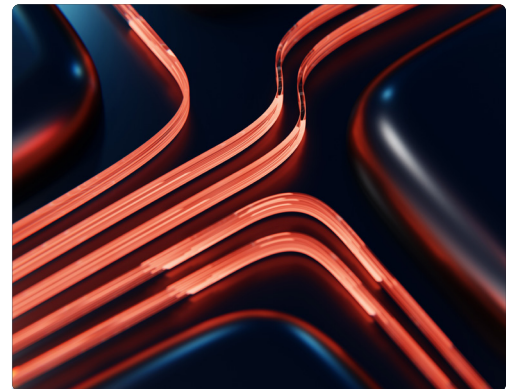
Products Implemented:
Power Apps & Power Automate

Industry:
Financial Services

Organization Size:
550+ people

Country:
Germany

Summary of challenges

Mapped in a flowchart format, the end-to-end internal process for managing these requests included a dizzying number of steps, approval requirements and checks & balances prior to execution.

Outdated systems

They were relying on two different outdated legacy systems: One for the incoming request process and one for executing approved changes. The two systems didn't talk to one another.

Not using the tool

Request initiators lacked the incentive to enter their requests in the former tool, leading to disruptions in the request management process.

Poor tracking system

Stakeholders relied on their individual email accounts for tracking. Fraught with risk and manual processes, it was simply not a sustainable model.

Summary of **goals**

**The company contracted HCLTech
with three key goals:**

Goal 1
Simplify, streamline
and automate

The entire process needed refining,
from incoming requests to final
execution – and every flowchart step
in between.

Goal 2
KPI improvements

They sought to reduce processing
time and errors.

Goal 3
Increase transparency

They wanted to increase the
transparency of their product and
sales pipelines, as well as empower
leadership to make data-driven and
effect-based decisions.

Integration mandate

The business will continue to use Jira
as their preferred tracking software,
so they also brought to the project a
requirement that any status updates
recorded within Jira-based tasks
be fed back to Dataverse, where all
the data from incoming requests
(and ensuing end-to-end-business
process) was stored.

**Understandably, this integration was
more a mandate than a goal.**

Summary of **solution**

HCLTech used Power Apps and Power Automate to architect the solution
that ultimately replaced their outdated process, starting with the front-end
client experience and culminating with an almost-fully automated back-end
internal process.

Canvas App

The super-intuitive client interface
for the new system is a canvas app
in which they can:

- **Create new requests**
- **View existing requests**
- **Interact with dashboards
  providing data highlights and
  insights into the pipeline**

Upon clicking `+ Create request`

the user is presented a series of
fields to populate, most of which
are single-click dropdowns.

Once the request is submitted, it is
fed to Dataverse for storage and the
internal business process is initiated.

**It is a tremendous improvement
to the requester experience that
inherently enhances the overall
request management process.**

Model-Driven App

Combined with several flows
developed in Power Automate,
the model-driven app streamlines
and automates the entire **review +
approval/denial + prioritization +
execution process.**

It's not a simple matter of a
single approval:

Their process requires several layers
of reviews, multiple approvals and a
series of negotiations and business
decisions related to prioritization.
Importantly, all of that **occurs
within the app,** with each next
stage automatically triggered by
the completion of the previous. Of
course, all activity is fed to Dataverse.

270
Days in operation

20%
Decrease in
processing
time

"Having all request-related data in
one place allows for generating
insightful dashboards and reports"

Tracking software integration (Jira)

As this process is unfolding, Jira migration is approaching, following which
all employees will be expected to be updating statuses and details in Jira.
Critically, those updates would also be fed to Dataverse so all the information
from multiple systems is stored in one location. When applicable, **the
solution will pull Jira data from Dataverse into the model-driven app,** thereby
eliminating duplicate entries and the need to review multiple systems when
making real-time business decisions.

Next steps

Based on the success of this project, they plan to continue partnering with HCLTech on additional business-critical initiatives. ***"With the introduction of the request management tool,"*** says the company COO's, ***"we have established a solid basis for further automation of manual business processes."***

Why choose **HCLTech**?

World-Class Solutions Built on Microsoft Business Applications

We are Supercharging Progress for our clients by delivering award-winning enterprise technology solutions built on Dynamics 365 and Power Platform.

Repeatedly recognized as Microsoft Global Partner of the Year, we leverage the end-to-end Microsoft stack to deliver custom solutions that help enterprise organizations increase productivity, streamline business processes and build better relationships.

HCLTech | Supercharging Progress™

hcltech.com

HCLTech is a global technology company, home to 211,000+ people across 52 countries, delivering industry-leading capabilities centered around Digital, Engineering and Cloud powered by a broad portfolio of technology services and software. The company generated consolidated revenues of $11.79 billion over the 12 months ended June 30, 2022. To learn how we can supercharge progress for you, visit hcltech.com.