



## Microsoft PowerApps, Power BI and Data Gateway

### Turning business challenges into solutions with ease

#### THE PROBLEM

Spicers New Zealand logistics division is responsible for the logistics of handling over 3000 shipping containers of paper a year. The sheer volume of courier transactions in distributing stock was substantial and the inevitable misplaced delivery and tracking of stock deliveries was an ongoing problem.

The process for recording a delivery involved obtaining the name and signature of the person who received the goods, recording the details manually and filling the delivery docket. This paper-based process was creating a significant overhead in servicing customer requests for proof of delivery as Spicers warehouse staff would need to sort through multiple boxes of receipts to physically locate the customer's signed receipt.

In addition, the process for recording returns or damaged goods was proving to be increasingly convoluted for administration staff, along with related communications between head office and drivers when deliveries were delayed or impacted by other conditions such as weather or traffic.

#### THE ANSWER

##### **A "Proof of Delivery Solution" enabling sign on glass, photos and GPS tracking of deliveries.**

Softsource introduced Microsoft PowerApps, PowerBI and the Data Gateway, as an economical, quick and agile solution and produced a scope of work to present a resolution to the problem.

Spicers had considered Mobile Application development in the past, but concluded that it was too costly, complex and time consuming, (not to mention expensive to support on an ongoing basis). The traditional Appstore model, particularly given that the audience or users were limited to a fixed group of contractors or drivers, was uneconomical.

The PowerApps solution however, was well received and quickly given the approval to proceed. The application produced using agile methodology, consists of a real-time application that enables the drivers to easily and quickly capture the name and signature of the person at time of delivery which is transferred to a self-service portal where this information is dynamically displayed. A delivery schedule is delivered to the mobile



Spicers have been servicing people's paper needs in New Zealand for almost 100 years, but maintain a strong international identity with operations in Australia and Asia.

As business moves into diversified products, Spicers have expanded their service offering to include Sign and Display substrates, Industrial Packaging Consumables, Consulting and Third Party Logistics (3PL).



**Power BI**

**PowerApps**


device in the form of a “pick-list” including any part deliveries or orders that cannot be fulfilled.

The App also allows the driver to take photos of any damaged goods and/or manage the receipting of returns or any other relevant notes. This information significantly reduces the number of customer request for this information and saves the company substantial time.

As Spicers logistics provides ‘just-in-time’ delivery, customers would often call the Customer Care team to find the estimated delivery time of their goods. As the new application provides the GPS location of each truck, this information was also able to be provided as part of the self-service portal, eliminating the need for administration staff to call drivers to establish their whereabouts when responding to customers.

Providing photos of the condition of the delivery was also an important improvement on the process and this requirement was catered for within the application.

Ultimately, the end result for Spicers has been phenomenal, not only saving considerable staff resource and time but delivering a far more efficient and reliable process.

## PowerApps

Microsoft PowerApps help your business users to collaborate and work more efficiently with tailored problem solving capabilities to deliver data presentation in many different ways: **Business Agility and improved operations, Connect your data to various data sources, Custom APIs and Mobile Communication to name a few.**

## Power BI

Power BI is on the rise among forward-thinking organizations, enabling business users to obtain up-to-the-minute business information in graphical form on demand — with little to no IT intervention. This cloud-based service for business intelligence tools allows users to analyse, visualise and share data using the familiar Microsoft Excel spreadsheet.



Softsource is a Microsoft Certified Gold Partner, with over 12 years experience in system implementations, migrations, and upgrades. Additionally, we provide Azure, Office 365, IaaS, Managed Services, 24/7 support, v-CIO services and much, much more.

Contact Softsource now to find out how we can help your business to identify potential opportunities for data transformation and workflow improvements within your organisation.

Sample screen shots from mobile

