



INFINION

VRA Automates Request Transformation, Slashing Time and Errors with INFINION

CHALLENGE

Volta River Authority, Ghana reached out to INFINION technologies with an issue. The organisation's digital transformation request process was manual, making it difficult to accurately capture all transformation, training and technology needs from employees across her various locations. It was almost impossible to consolidate and attend to all requests.

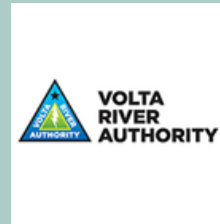
SOLUTION

INFINION implemented the following:

- A Microsoft Power Platform based solution for employees to submit digital needs request such as training, application, device and ideas to the transformation, HR & technology teams.
- Automated notifications and request routing based on request type.
- Automated request approval process.
- Powers Apps solution for the teams to attend to requests submitted and provide response.
- Automated data collection and reporting with Microsoft Power Bi.

RESULTS

- A digital needs solution
- Automated Digital needs process
- 90% time saved on monthly reporting for all digital needs requests
- More data visibility and process efficiency



AT A GLANCE

COUNTRY

Ghana

CUSTOMER SIZE

Large (1000 - 9999 employees)

INDUSTRY

Power

BUSINESS AREA

Business Applications

SOLUTIONS

- Power Platform
- Power Apps
- Power BI