CASE STUDY

KONZEPT-I INDIVIDUELLE INKLUSION GMBH

Enhancing Efficiency with a Centralized Management App using Microsoft Power Apps

Industry: Healthcare and Social Services
Employees: > 60

Client Overview:
Konzept-i individuelle Inklusion GmbH provides comprehensive assistance services for individuals with disabilities and chronic mental illnesses in the Karlsruhe area. With a mission to support self-determined and independent living, Konzept-i offers tailored services in housing, employment, and leisure activities. Emphasizing inclusivity and personal growth, the organization facilitates initial support steps with a confidential and personalized approach.

Challenge:
Konzept-i faced several operational challenges, particularly with their mobile care service, KiMa with the following:

- Coordination of Appointments: Scheduling and managing appointments were inefficient due to disparate record-keeping.
- Employee Management: Creating and managing employee records were cumbersome processes. Daily Time Tracking and review, Vacation planning and approvals
- Contract Management: Filing and accessing customer and employee contracts lacked centralization.

Assignment and Budget Management: Handling assignments and budget management was repetitive and manual, leading to inefficiencies.

Solution:
To address these challenges, a management app was developed using Microsoft Power Apps under the Power Doc 365 solution suite. The app aimed to streamline and automate various administrative functions, integrating them into a centralized platform.

Advantages of the App:

- Time-Saving and Comfort: Automation of scheduling and record-keeping significantly reduced the time spent on administrative tasks.
- Better Structure: A centralized system provided a structured workflow, enhancing overall organization.
- Simpler Administration: The app facilitated easier management of customer and employee data, orders, and contracts.
- Data Privacy and Security: With the app, the client now able to enforce better security and access privileges.

Implementation Details:
KiMa's previous workflow relied on Excel spreadsheets for employee time records, separate OneNote files for appointment documentation, and disparate storage of contracts, leading to inefficiency and additional efforts within the Back Office.

To address these issues, role specific apps were developed. The apps include the following features:

- Centralized Management: All functions, including customer contracts, master data, employee contracts, applications, and appointment scheduling, were integrated into one platform.
- Appointment Planning and Documentation: The app enabled effective planning of appointments, showing which employee was assigned to which client and when.
- Iterative Development: The app was developed through several iterations, with prototypes refined based on feedback.
- Project Management: Jira was utilized for project management, ensuring organized and efficient development cycles.
- Testing and Rollout: After successful testing phases, the app was rolled out and went live, followed by a continuous integration and development (CI/CD) process to ensure ongoing improvements and updates. The CI/CD process was completed using Microsoft DevOps.
- Mobile Capability: For the field teams, Power App Mobile App was developed and successfully delivered.

Results:

The implementation of the Power Apps solution for KiMa resulted in significant improvements in operational efficiency. The centralized and automated system transformed previously manual and fragmented processes into streamlined workflows, allowing Konzept-i to better serve its clients and manage its resources.