Power Apps

Teenage Cancer Trust

> *"The work Smartdesc did on our Incidents and Complaints reporting has provided us with a much more efficient system, that encourages users to engage with the progress, helping us to capture learnings as an organisation. It has made the workflow simpler and more efficient – definitely a win for us".*
>
> **Helen Harris, Head of Fundraising Standards and Operations, Teenage Cancer Trust**

Teenage Cancer Trust is a cancer care and support charity for young people. It was established in 1990 with the vision to bring a world where cancer does not stop young people from living their lives. Their team includes office-based staff, volunteers, healthcare professionals and support teams for their NHS hospital units.

Teenage Cancer Trust approached Smartdesc to find a solution to their Incidents & Complaints process and reporting. Their previous Incident and Complaints management process was incoherent, which was doubling their workload through poor user access and manual information input. There was also no role-based security setup in place and a need for greater data protection.

Solution

The Smartdesc team successfully introduced a PowerApp at no extra license cost, solving the previous manual process and resulting in improved security and staff productivity.

This work included:

- Implementing a custom Microsoft Power Apps Canvas App
- This was complemented by an automated solution built on Microsoft Power Automate
- Reviewing the Incidents & Complaints process to streamline the journey, eliminating unnecessary and/or redundant steps and introducing an automated solution
- Integrating SharePoint as a database to centralize all information and enforce role-based security
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- Developing a flow to automatically store and centralize data in SharePoint and, upon submission, send an approval request to assign incidents and/or complaints to the appropriate individuals/teams

Outcomes and Benefits

- Fast and integrative solution thanks to Power Apps' low code app creation
- Simple and manageable maintenance cost
- Reduced occurrence of human error due to nature of automation
- Microsoft Dynamics 365 reporting and safe storage capabilities
- Easy, appropriate, and functional user access according to granted security role
- Overall improved work performance and productivity