CASE STUDY

Milwaukee Manufacturing Company Uses SharePoint and Power Apps to Streamline Customer Service

AT A GLANCE

CHALLENGES

- Digitize & replace printed materials
- Manage constant updates
- Eliminate order entry errors
- Eliminate delays from manually looking up information

BENEFITS

- Organization of documents
- Zero order entry errors
- Elimination of binders
- Easier for hybrid work scenarios
- Improved ability to share information

PRODUCTS

- SharePoint Development
- Power Platform Development

OBJECTIVES

When Liphatech, a global chemical manufacturing organization, needed a solution to replace binders full of printed price sheets and order entry instructions they looked to Apsidien, a Microsoft Solution Provider and leader of the Wisconsin SharePoint User Group, for guidance. Liphatech has an expansive set of pest management products and the ability to lookup information in physical binders (along with constant updates) were causing delays and order entry errors.

SOLUTIONS

Apsidien utilized its expertise in Microsoft 365 and the Power Platform to design a solution to organize the documents and develop an application to quickly retrieve the information. SharePoint document libraries with appropriate metadata columns were used to store the information and a Power App was created to quickly search and filter the documents based on the type of product and region.

As a result of the solution, order entry errors were reduced to zero by the end of the first year. The elimination of the binders also made collaboration and sharing information effective during the global pandemic and new, hybrid work scenarios. The original solution was duplicated over time into multiple areas of the organization to multiple the value of the initial system with minimal added cost.

Liphatech is a global leader in the research, manufacturing, and distribution of innovative pest control products with its headquarters in Milwaukee, WI.

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