

# Bay Area Coffee and Tea Company Leveraged **Azure and PowerApps** to Elevate Customer Experience



## Customer

A premier specialty coffee and tea company of the U.S offered superior quality coffee in multiple forms, by sourcing the best quality coffee beans and tea leaves across the world and adheres to stringent taste standards to maintain consistency and quality of their products.

## Business Challenge

- The customer had a **legacy asp-based web application** 'location master' where users had to search for a store matching their criteria. By clicking on the store, users get a detailed screen which had multiple integration issues that lead to increased operational cost and dissatisfied customers
- The current application was obsolete and wasn't scalable. The design had store information spread across multiple data sources, and customer felt the need to centrally manage information to provide customers a unified experience
- Customer felt that there is a strong need to implement a new solution that is:
  - ✓ **Cloud-enabled** and provides store information across all devices
  - ✓ Rich in attributes and accessibility that ensures smooth maintenance going forward
  - ✓ Better and scalable mobile-enabled user interface
  - ✓ Modernized database solution based on Azure services

## WinWire Solution

- WinWire developed a scalable mobile-first modernized application using **Azure and PowerApps** that offered an interface to access the information in the 'location master'
- Created a rich **user-friendly UI** for easy navigation and visibility that had the ability to manage all stores
- Enabled, addressed and maintained the existing integrations by creating csv/excel export of the tables based on consumption
- Analyzed and migrated existing 'location master' Database schema and content to **Azure SQL**
- Implemented a business services layer (API or web service), which could be accessed by any application to fetch the requested location master data attributes
- The solution was centrally hosted on **Office 365 PowerApps** and leveraged Azure services to modernize database

## Business Value

- Enhanced employee productivity and customer experience
- Reduced operations cost
- Integrated business process to ensure smooth maintenance going forward
- Simplified application integration and robust design for scalability
- Centralized store information to manage information / issues across locations