

**A GLOBAL LEADER IN OPTIMIZED RESOURCE MANAGEMENT
REALIZES MULTI-MILLION EURO BUSINESS VALUE WITH LOW-CODE
APPLICATION DEVELOPMENT.**

CASE STUDY

A LOW-CODE DEVELOPMENT CASE STUDY

A global leader in optimized resource management with nearly 178,780 employees worldwide, providing water, waste, and energy management solutions for the sustainable development of communities and industries, wanted us to rapidly build an operational performance management application.

The aim was to build an incident management tool to increase resource efficiency, reduce incident resolution times and subsequently mitigate customer impacts.

PROBLEM STATEMENT

The client's state of the art facility spanning more than 250,000 square feet operates its manufacturing plants to develop access to water, waste, and energy resources, preserve available resources, and replenish them.

In an emergency, the client responds with an Emergency Response Team (ERT) – a team of volunteer employees who practice their skills through simulated drills several times per year.

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This emergency response process was not a viable option. For an unplanned incident, the team members are at risk, along with business operations. Also, the team was not sufficiently connected, and the leadership team had very little visibility of incident updates and could not view live incident updates remotely.

To overcome these challenges, the client wanted an application that eliminated manual administration effort and reporting, collated data from incidents across the organization, and provided access to the application from anywhere.

That said, after assessing multiple vendors, the client decided to choose Zuci Systems as their technology partner for rapid application development.



BUSINESS GOALS



Automate & accelerate incident response



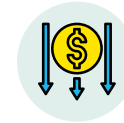
Realtime stakeholder communication



Visibility console for operational insights



Postmortems for resolving and preventing incidents



Reducing downtimes, cost and impact of incidents



Ease-of-use, scalability, and cost-effectiveness



Anytime-anywhere information access

Solution

Our project team started by evaluating the client's existing IT infrastructure and current workflow to define the success metrics beforehand. With this information, Zuci quickly viewed the underlying business process and developed an application workflow. The workflow involved the following steps:



Recording

Upon inception, the incident must be recorded by the technician.



Classification

The incident is characterized by type, impact, and urgency, leading to a certain priority class. After submission, the supervisor will be intimated by email/SMS to run through the incident submitted and approve/disapprove.



Matching

Check if the incident matches a known problem or error condition for quick restoration.

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SOLUTION



Diagnosis

Supervisor will collate and submit an action plan with all the available information to investigate and determine a solution or workaround.



Quality Assurance

QA team will check for correctness and approve if satisfied. Or will be rejected, asking for more details.



Resolution

The solution is applied to restore normal service levels or system operation.



Closure

The incident is closed once the service has been restored.

Zuci pulled off all this solution with a web-based application system developed using low code by integrating and automating the entire workflow and deployed the application in 2 months.

HOW ZUCI SYSTEMS HELPED?



Studied the requirements, estimation and designed the overall workflow



After designing the workflow, our team analyzed the existing system infrastructure for providing the optimal solution and prepared a timeline for deploying the solution



Finalized technical requirements on the development needs and third-party tools for the project



Post the overall analysis phase; our project team started with the database design, which is easy to use, secure and scalable



Post database design, our team of UI/UX developers began working on the UI and development parallelly

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Design and development happened in sprints, and each sprint was planned for 2 weeks



Conducted weekly sprint meetings with the stakeholders for updating the progress, get feedback and addressed those which are within the sprint, and kept note of other items for the next sprint



Each sprint went through QA, and once approved, it is deployed to test environment



After final approval from our client, our team deployed the application to acceptance environment

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Post-deployment, the client feedbacks were worked on, and finally deployed the application to the production environment



Our team of developers also worked on other post-deployment configurations which the customer wanted for optimal functioning, which involved

- o Configuration of the application in both English and French languages
- o Email configuration
- o Uploading of user data, etc.



Provided solution documentation (including a system administration guide), onsite support, oversight for production rollout, and post-production support to ensure successful business adoption

A background image of two men in business attire looking at a document, overlaid with a blue geometric network pattern of dots and lines.

BUSINESS OUTCOME

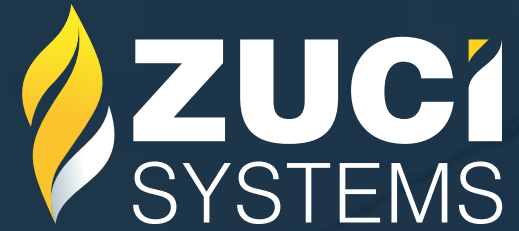
100%
automation of
incident response

53%
decrease in downtime

150%
data security &
governance

61%
reduction in
development cost

ROI realized in
3 months



REDEFINE YOUR DIGITAL LANDSCAPE WITH LOW-CODE APPLICATION DEVELOPMENT.

Contact us today and start your low-code journey.

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