

A central graphic featuring a hand holding a globe with the letters "ESG" overlaid. Surrounding the globe are six circular icons: a group of people, a leaf, a classical building, wind turbines, and a handshake. The background is a dark green with a network of white dots and lines.

**DEVELOPED WORK PERMIT AND IDENTITY ACCESS MANAGEMENT
APPLICATION TO EMPOWER COMPLIANCE AND CONTROL**

CASE STUDY

A LOW CODE APPLICATION DEVELOPMENT CASE STUDY



A benchmark company for ecological transformation with over billions of dollars in revenue wanted to automate and digitalize the end-to-end process of issuing work permits for internal employees and external vendors for different project locations.

The client's objective was to abide by the organization's compliance measures and provide an easy, accessible, and scalable solution for a better employee experience and smooth business operation.

ABOUT CUSTOMER



Our customer is the global leader in optimized resource management, with nearly 179,000 employees worldwide and a revenue worth over billions of dollars. The client designs and provides water, waste, and energy management solutions that contribute to the sustainable development of communities and industries.

Through its three complementary business activities, our customer helps develop access to resources, preserve available resources, and to replenish waste resources.

PROBLEM STATEMENT

With over 179000 employees, the client had a significant challenge in maintaining work permits and identity access management of all its employees and external vendors. The manual processes to keep track of security measures, expiry dates, and renewals caused several non-compliance issues and human errors. Moreover, tracking the permits in real-time wasn't easy as they were stored manually.

Some of the challenges faced by our client were:

- ◆ Manual processes and spreadsheets were error-prone
- ◆ Difficult to ensure compliance with regulatory requirements
- ◆ Manual, offline processes slowed operations
- ◆ Data was at risk in a spreadsheet if misplaced or lost
- ◆ Lack of transparency in the process

The conglomerate wanted to automate the work permit process and access management to streamline issuing permits and regulating physical access to restricted areas.

BUSINESS GOALS



Easy onboarding and exit processes for employees and visitors.



Automate work permit and access management process.



Enhance compliance measures across locations at every step.



Reduce risk of non-compliance and incident management.



Track plant worker requests, approvals, and activity in one centralized system.



Ensure employee safety with proper access control to all materials and equipment.

SOLUTION



After understanding the client's requirements, Zuci developed a low code, easy-to-use application that enabled the client to automate the entire work permit review process.

Our project team built the end-to-end system using a low code application development platform that integrated multiple existing systems, automated approval workflows and provided real-time reporting. The application allowed employees and contract workers to register for work permits online, complete any required forms, receive approval badges, and proceed directly to their project location.

Zuci Systems successfully developed and deployed the application in less than two months which helped the conglomerate be compliant, increase productivity and optimize costs.

HOW ZUCI SYSTEMS HELPED



After an initial consultation with the client, the team at Zuci Systems gathered all requirements and defined the scope of work required to develop a custom-made application.



Based on this information, Zuci Systems finalized low code application development approach and evaluated third-party tools for the project.



Designed and developed a fully functional prototype within three weeks.

Continued →

HOW ZUCI SYSTEMS HELPED



Once approved, our team quickly deployed it into their test environment.



Removed bugs, iteratively added more features requested and moved the application to the UAT (User Acceptance Testing) environment.



After moving the application to the UAT environment to further remove any bugs, we delivered the app within 20 days.

Continued →

HOW ZUCI SYSTEMS HELPED



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

- ◆ Design application in both English and French languages
- ◆ Email configuration
- ◆ 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.

BUSINESS OUTCOME

6 Hours

saved per employee time

57%

reduction operational cost

3 months

ROI realized

Real-time visibility and
reporting capability for stakeholders

Zero data entry, regulatory
and compliance errors

LOW-CODE PARTNER





REDEFINE YOUR DIGITAL LANDSCAPE WITH LOW-CODE APPLICATION DEVELOPMENT.

CONTACT US TODAY AND START YOUR LOW-CODE JOURNEY.

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