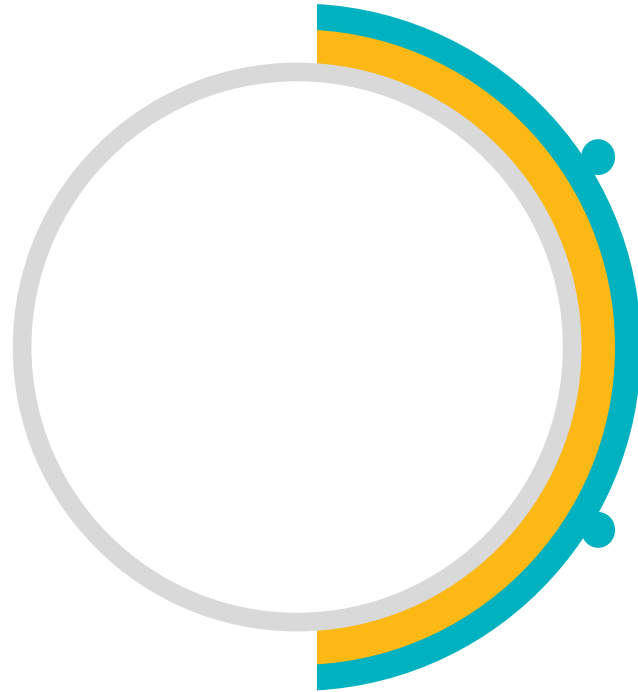


Detailed Case Study



The Customer



❖ **The Group** is a privately held, family-owned company with headquarters in **Billund, Denmark**, and main offices in Enfield, USA, London, UK, Shanghai, China, and Singapore.







❖ **Founded in 1932** by Ole Kirk Kristiansen, and based on the iconic customer[®] brick, it is **one of the world's leading manufacturers of play materials**



❖ Customer is the **world's most profitable toymaker**, outpacing both Hasbro and Mattel by some distance

Summary of our Relationship

 DURATION OF RELATIONSHIP	<ul style="list-style-type: none">❖ August 2012 to present
 TEAM SIZE	<ul style="list-style-type: none">❖ Peak Team size:- 47
 TECHNICAL WORKING AREAS	<ul style="list-style-type: none">❖ SharePoint online(O365) – Web jobs, Webparts (provider hosted), Modern pages, Modern web parts, Search,❖ Power shell scripts, Power Apps❖ Azure- AD groups in Azure AD❖ External tool- Metalogix
 Initiatives	<ul style="list-style-type: none">❖ Support/managed services (Fixed Time)❖ Short business engagements (T&M)❖ Migration from SharePoint 2007/2010 to SharePoint online❖ SharePoint Administration and infrastructure services for SharePoint 2010, SharePoint Online, SharePoint 2013, OneDrive for business❖ Point solutions on O365

O365 Solutions -In a Nutshell



HR Case Mgmt.: Automated Processes

- ❖ Shifting from SharePoint Designer/ Nintex workflows to MS Flow
- ❖ **Out-of-the-Box offerings helped with cost optimizations**
- ❖ **Business-processes simplified**, broken down into small sub-processes that can be **replicated across various LOBs**

On Boarding Application

- ❖ Provides **smooth on-boarding experience** to employees
- ❖ **Automated processes & notifications**
- ❖ Getting data from SAP from **iServer (in-house tool)**
- ❖ **Hosted on SP 2013** on premise
- ❖ Plan to **Modernize to O365** in near future

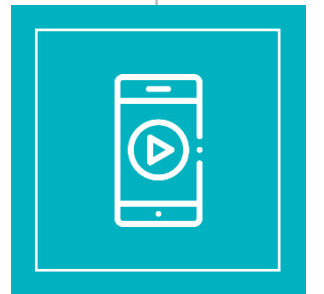


TROM Application

- ❖ **Workplace for users from diverse locations**
- ❖ **Secured and Responsive** user experience
- ❖ Leveraged **Power Apps, Power BI and MS Flows** in meeting the requirements
- ❖ Cost effective solution that is easy to customize and scale-up

PlayDays Applications

- ❖ **SPO - O365 site**, hosted on Cloud with modern team site template.
- ❖ Help to **promote new product** (toys)
- ❖ Capture the **kids/parents feedback & experience** on launch of new product for **quality improvements**
- ❖ Mobile enabled & **GDPR compliant**



O365 Solutions -In a Nutshell



External Resource Management

- ❖ **Vendor Management Tool**
- ❖ Handle & process **SOW, SR, Purchase Orders** requests
- ❖ **Flow** based request approval process
- ❖ **Hosted on SP 2010** on premise
- ❖ **Custom views** based reporting & tracking
- ❖ **Migration to O365** is in- progress

Product Safety Handbook

- ❖ A **customized wiki site**
- ❖ **Revamped in O365**
- ❖ **Modernized UI** based Publishing Layout
- ❖ **Mobile Enabled**
- ❖ Content Management with **Flow for Process Automation**
- ❖ **Persona Based Accessibility**



Customer House Promotional Ticket Tool

- ❖ Provides **complimentary tickets to employees**
- ❖ **Access internally** by employees
- ❖ **Intuitive UI** along with modern SP pages
- ❖ **Facility to book tickets** for employees
- ❖ Mobile enabled – **responsive design**

Pre Boarding Application

- ❖ **Used internally** by employees
- ❖ Help to **educate employees** on customer **processes, principles, working ethics** etc.
- ❖ **Hosted on SP 2010** on premise
- ❖ Plan to **modernize to O365** in near future
- ❖ **Manage artifacts at common place**

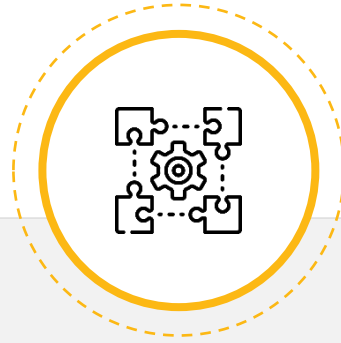


HR Case Management – Process Automation



Business Objectives/Challenges

- ❖ Migrated their SharePoint 2010 apps to O365 which includes many workflows for process automation (SPD/custom workflows & Nintex workflows)
- ❖ Customer decided not to go with Nintex in O365 platform due to cost constraint and excited towards MS Flow for replacing Nintex/SPD workflows



Solution Offered/Our Approach

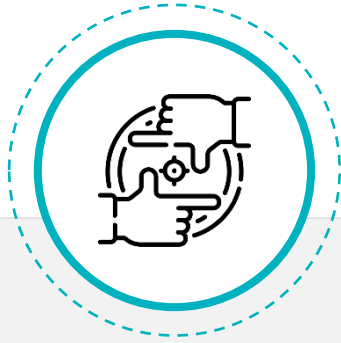
- ❖ There is no tool available in the market for migrating SharePoint Designer/ Nintex workflows to MS Flow directly and rebuild/re-engineered is the only option
- ❖ As an initial stage, HCL did deep analysis of the existing SharePoint Designer / Nintex workflows and simplify the complex process/logic/actions with mutual understanding with Customer
- ❖ As Flow is providing lot of connectors & templates for common tasks/actions, so HCL planned to split the business processes into small chunks as a Flow
- ❖ Created reusable Flow's which can be utilized in other business process as well
- ❖ Utilized the REST API's to fill the business need or to deploy the certain actions which are not available OOTB



Benefits/Value Delivered

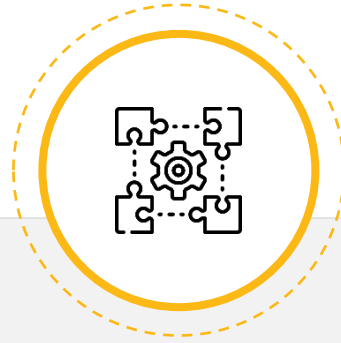
- ❖ Simplified design to automate the repetitive and complex business process
- ❖ Modular approach helped re-use, hence, cost and timeline efficiencies
- ❖ MS Flow being one of the most recent cloud-based services, helped interfacing with any source, anywhere and any device

On Boarding Application



Business Objectives/Challenges

- ❖ Unstable SharePoint platform at the beginning of the engagement
- ❖ Unawareness among the business users of the SharePoint product
- ❖ Lack of documentation and processes
- ❖ Lack of business governance and information architecture
- ❖ Development challenges, unavailability of integration server for development



Solution Offered/Our Approach

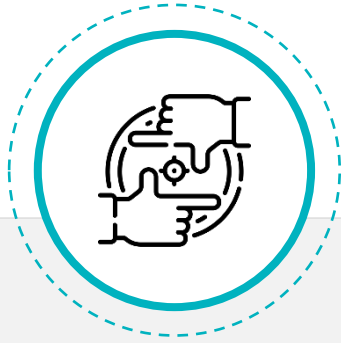
- ❖ Implementation of governance and information architecture
- ❖ Implementation of Runbook capturing similar type of incidents
- ❖ Implementation of new solutions like LE Partner and MIS to add more value to business.
- ❖ LE Partner- LE Partner is a common platform which is integrated with IServer and ADAM. In LE Partner site vendors can view the product's information-images, marketing tool and other information. These information is retrieved from ADAM, SharePoint as well as manually.
- ❖ MIS- MIS is a system which handles huge amount of predefined templates. MIS is integrated with SAP, Once the document is created the document URL is sent to SAP, so that the user can view the documents in the front end.
- ❖ Integrate application to external and internal system (SAP and ADAM) and streamline business process
- ❖ Configuration of timer jobs, SharePoint search



Benefits/Value Delivered

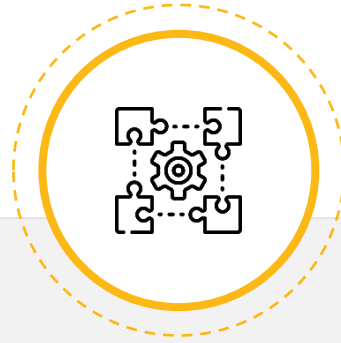
- ❖ Overall increase in efficiency and productivity of the system and processes and making the platform more stable.
- ❖ Provided value adds in order to achieve business benefits worth 2 Mn dollars, for e.g.
- ❖ Logging error with standard SharePoint error handling mechanism
- ❖ Following Microsoft standard in coding.
- ❖ Process for WSP deployment
- ❖ Proper QA system
- ❖ Provide a Disaster Recovery (DR) site to serve as a backup of the production site
- ❖ Ensure a consistently high level of quality and accuracy by implementation of a content validation process

TROM (Tax Risk and Opportunities Mgt.)



Business Objectives/Challenges

- ❖ A common workplace (Comprising of 4 major dashboards) where in users from various geographies can add/update financial data and showcase data based on desired parameters like Risks involved, Opportunities incurred etc.
- ❖ External User Access Management is to invite external users on SharePoint site, based on permissions granted by Site Owner(s)
- ❖ Design a SharePoint List Form having visual customizations and few business logic implementations. Logic includes setting up default values and visibility of few fields based on certain conditions across other fields filled by user. Hence, all business logic is in one place as the form is used to fill data by varied geographical users and to make use of custom JavaScript obsolete
- ❖ Design a new AD security group for external users..



Solution Offered/Our Approach

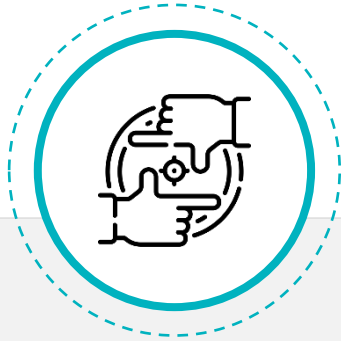
- ❖ A modern group site created in SharePoint online with modern pages, Power BI web parts-based pages which are responsive from day one out of the box
- ❖ HCL team provided a customized form (designed using Power Apps) in the Master List. PowerApps thus, through faster delivery and out-of-the-box connections/functions, reduce the cost of building & maintaining business apps.
- ❖ HCL Team created 2 MS flows that creates AD groups in Azure AD (users can also choose group name on their own) followed by adding external users into newly created AD group.
- ❖ Team was able to acquire knowledge on creating Azure app. This app's configuration details were added into MS Flow to allow a normal user to create an Azure AD Group and add external users into that AD group (even without accessing Azure interface)
- ❖ Customized forms cannot be migrated from one environment to another (currently a limitation of Microsoft), so HCL created Power App Connections accordingly.



Benefits/Value Delivered

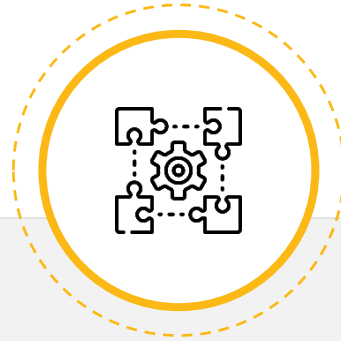
- ❖ Power Apps and MS Flows reduces maintenance cost thus client can expect a faster/higher ROI by using PowerApps
- ❖ Power Apps and MS Flows doesn't require traditional coding efforts and thus can be developed quickly. Thus, no separate hardware/server cost is involved.
- ❖ PowerApps and MS Flows comes with a big number of out-of-the-box connections to multiple SaaS applications. This allows the organizations to reduce the amount of time that is needed to build specific interfaces drastically.

PlayDays Application



Business Objectives/Challenges

- ❖ **Collaboration** -To synchronize child, school, event and booking data between play days -SharePoint online site and another application used by the child's parents created in php and MySQL
- ❖ To be able to provide **multi-channel one-way communication** like invitation/notification mails, SMS reminders to parents/schools and play day admins about the upcoming event
- ❖ To make the site **fully responsive so that it can be viewed and operated from all Client authorized IOS devices** like iPhone, iPad and Macintosh PCs
- ❖ To make the customer **Playdays site GDPR compliant** so that all the personal data of the children in the system can be removed on demand within the required time frame



Solution Offered/Our Approach

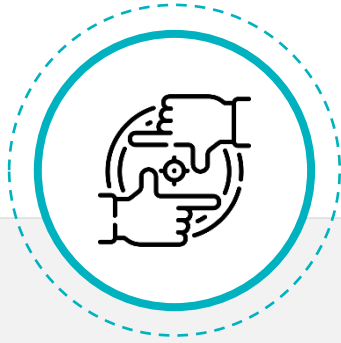
- ❖ A modern group site created in SharePoint online with modern pages, modern web parts which is responsive from day one out of the box.
- ❖ SharePoint online ensures GDPR compliance using features like e-discovery jobs and data loss prevention which makes searching the personal data quick and easy so that it can be removed within the required timeframe. The HCL team also provided a solution where in the admins can mark child records for removal on demand which will remove all their personal data right away.
- ❖ The solution also provided a fast way to map child to events using the new SharePoint Framework webparts filtering applied on the basis of schools.
- ❖ The solution provides fast and reliable synchronization between 2 systems using azure webjobs with bulk updates.



Benefits/Value Delivered

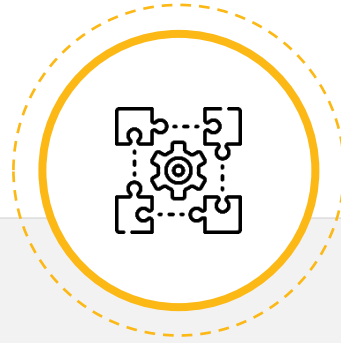
- ❖ Complete collaboration experience which comes along with group sites in O365 with MS Teams where site members can share files, notes, calendar on any device and can engage in conversations as well
- ❖ Ease of use and quick operations provided to play day admins for mapping child to events. Child blocking window reduced to 1 day which allowed play day admins to hold more events for Client.
- ❖ Multi-channel automated communication like mails/SMS which saved time of play day admins.
- ❖ Fully responsive sites on SharePoint online which can be accessed from iPhone, iPad and Mac.

External Resource Management



Business Objectives/Challenges

- ❖ Overall requirement complexities on the Cases migration part (Non-SharePoint content)
- ❖ Lot of content in ELSY were tagged incorrectly & placed under in-correct categories/modules
- ❖ As part of this migration, incorrectly created content was to be tagged correctly & placed under right category/module
- ❖ Lack of any documentation, on ELSY



Solution Offered/Our Approach

- ❖ The migration was done with great success in 2 different projects running in parallel – one for Client Legal department and one for KIRKBI.
- ❖ Content at a higher level can be classified into 2, as under:
- ❖ Non-SharePoint Content – Information of Cases residing in custom SQL database
- ❖ SharePoint Content – Information of documents related to Cases residing in SharePoint content database
- ❖ Metalogix tool was leveraged for content migration
- ❖ Custom PS scripts were developed to implement migration of Non-SharePoint content (Cases/Sites)
- ❖ Custom Metalogix automation PS scripts (levering NEW API with High Speed migration) were developed to migrate SharePoint Content (documents for various cases)



Benefits/Value Delivered

- ❖ Recommended multiple approaches to reduce migration time, as we had dependency on WorkPoint system site creation engine.
- ❖ Saved project cost by defining right deign of migration leveraging NEW API

PO / SOW Management with Power Platform

Customer Profile

A Danish toy production company based in Billund. The Group has also built several amusement parks around the world

Geo

EMEA

Domain

Manufacturing



Needs

- ❖ An existing application offering the following needed modernization:
 - ❖ Capacity Request – resource request submission
 - ❖ PO – resource Purchase Order
 - ❖ SOW – Statement of work
 - ❖ CF – Change form for the extension of previous PO

Challenges

- ❖ Manageability issues due to all requests being managed in a single 50 columns SharePoint list
 - ❖ Manual Status Check
 - ❖ Manual duplicates management
 - ❖ Limit of 10 resources for a request
 - ❖ Complex InfoPath form with readability issues
 - ❖ Manual maintenance of related requests

HCL's Solution

- ❖ SharePoint lists normalized to meet the scalability
- ❖ PowerApps forms were used for intuitive UI creation
- ❖ Tabs were added to PowerApps for improving usability
- ❖ Multiple forms driven by different data sources were provisioned
- ❖ Custom data-cards were added to the OOB PowerApps forms to meet the business needs
- ❖ Created custom popups to show the confirmation messages
- ❖ Created dynamic table to input multiple data values
- ❖ Custom CSS
- ❖ Custom validations and business logics
- ❖ Showing all related information on a single screen.

Tool & Technologies

- ❖ PowerApps – To leverage the modern capability of forms
- ❖ SharePoint Framework :
 - To display large list data (having more than 5000 items) and provide some filters
 - For the automated SOW printing
 - PowerBI – for reporting
- ❖ Microsoft FLOWS: For performing behind-the-scenes automated tasks (scheduled jobs etc.)

Benefits

- ❖ Business has the scalability to associate multiple resources with the single request
- ❖ Ability to generate reports for different dimensions
- ❖ Provisioning of automated standard template for generating/printing of SOW boosted efficiency and transparency
- ❖ Now they can view all the related requests and their status easily and are more structured



Development
Methodology
AGILE



Project Start
Date
MAY 2018

Key Project Role

- ❖ Requirement Gathering + Construction
- + Testing by HCL.
- ❖ UAT by Customer

Solution Uniqueness:- Benefits derived from use of modern technologies

Reusability potential of components developed:-
Collapsible panel



Team Size 5



Duration
3 Month's

Vendor Collaboration Solution

About the Project :- The Vendor Collaboration solution was implemented as a site provisioning and replication solution for modern sites in SharePoint online. The site lock down solution was implemented as a solution to put a lock down pop up on the classic SharePoint sites which have been migrated to modern interface.



DEVELOPMENT METHODOLOGY

Created a site provisioning and replication engine using PnP provisioning engine with Site Designs, Flows and Azure Functions with Azure key vault, Azure AD apps



PROJECT START DATE :

❖ September 2017



PROJECT DURATION

2 years





1.5 M USD
REVENUE

DENMARK
GEO

TEAM of **15** including
SCRUM MPRODUCT OWNER
and **ARCHITECTASTER,**



Needs and Challenges

				
Challenges	SharePoint online does not provide detailed analytics for page view.	Improvement in Information architecture	Removal of unused/low used third party tools from platform	Collect information for Infrastructure optimization
Needs	Track the reach of Leadership message in Intranet	Track the user behavior on Intranet to optimize use of space on page	Investment and license cost optimization on SharePoint plug-ins	Remove old version browser to minimize issues in application

Mitigation and Technical Execution

- ❖ SharePoint online does not provide detailed analytics for page view.
- ❖ Mitigation: SharePoint extension based on SPFx and Application Insights for collecting page analytics
- ❖ Mitigation: Power BI for Page view analysis



- ❖ Removal of unused/low used third party tools from platform
- ❖ Mitigation: SharePoint extension based on SPFx and Application Insights for collecting component click analytics
- ❖ Mitigation: Power BI for component usages analysis



- ❖ Improvement in Information architecture
- ❖ Mitigation: SharePoint extension based on SPFx and Application Insights for collecting analytics
- ❖ Mitigation: Application insights User journey report.



- ❖ Collect information for Infrastructure optimization
- ❖ Mitigation: SharePoint extension based on SPFx and Application Insights for collecting Browser version, OS analytics
- ❖ Mitigation: Power BI report for browser version, OS, devices usages.



Solution Tenets



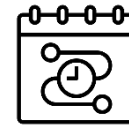
Azure Components

Application Insights
Power BI



Security Migration Integration Devops

Azure Devops used for tracking stories/
tasks for application.



Execution Details Timeline , Approach

- ❖ This project was executed as a part of the migration project from August 2017 to October 2019.
- ❖ There were 2 scrum teams working in parallel with each team having a scrum master, product owner and architect assigned.
- ❖ The teams worked in 2 week sprints with a handover taking place at the end of each sprint.

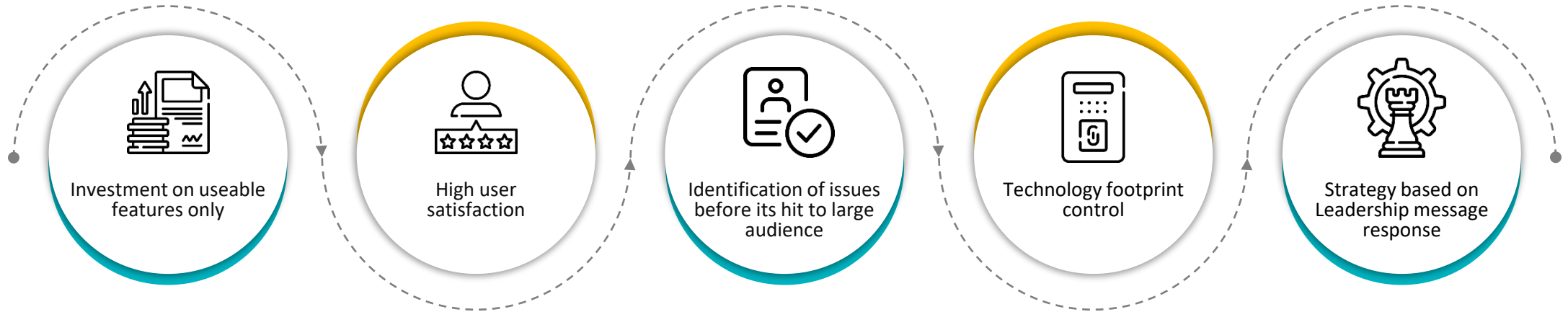


Team Size Roles Leveraged

- ❖ There were 2 scrum teams working in parallel with each team having a scrum master, product owner and architect assigned to them.

Please Note : IBM Websphere product is now HCL Digital Experience Manager post recent acquisition by HCL

Benefits



Differentiators / Unique Achievements (if any) etc. (Examples)

- ❖ Any compliance needs addressed
- ❖ Any unique scenario done / certification of team member as a project need / whitepaper after project completion
- ❖ First of a kind implementation @ customer of HCL

HCL

*Relationship*TM
BEYOND THE CONTRACT

\$10.5 BILLION | 176,000+ IDEAPRENEURS | 50 COUNTRIES