

# Process digitalisation with Power Platform

How Janssen transformed two processes into applications



Janssen is the pharmaceutical company of the Johnson & Johnson group, a world leader in research. The company has been dedicated for more than 60 years to developing innovative medicines to improve the quality of life of millions of patients worldwide.

In Portugal, Janssen has around 150 employees who contribute every day to make a difference.

Janssen relies on technology and the scientific knowledge of its experts to achieve its purpose and mission: working for a future in which diseases are a thing of the past.

## Challenge

Janssen was interested in digitising some of its internal processes and, as such, was looking for a versatile and transversal technology that could support its different needs.

The goal was to create simple, easy-to-maintain digital solutions that would help the company streamline its various processes.

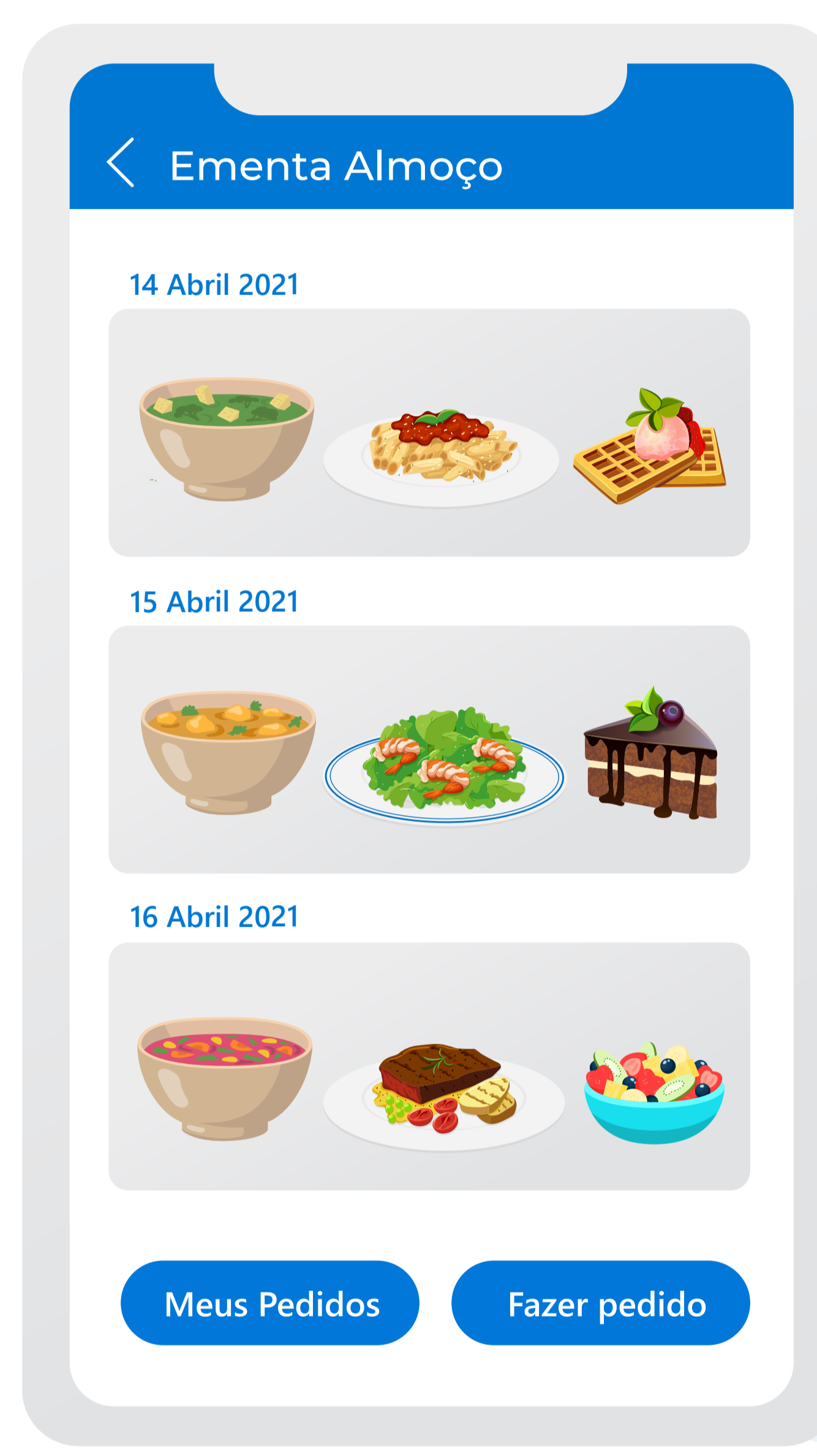
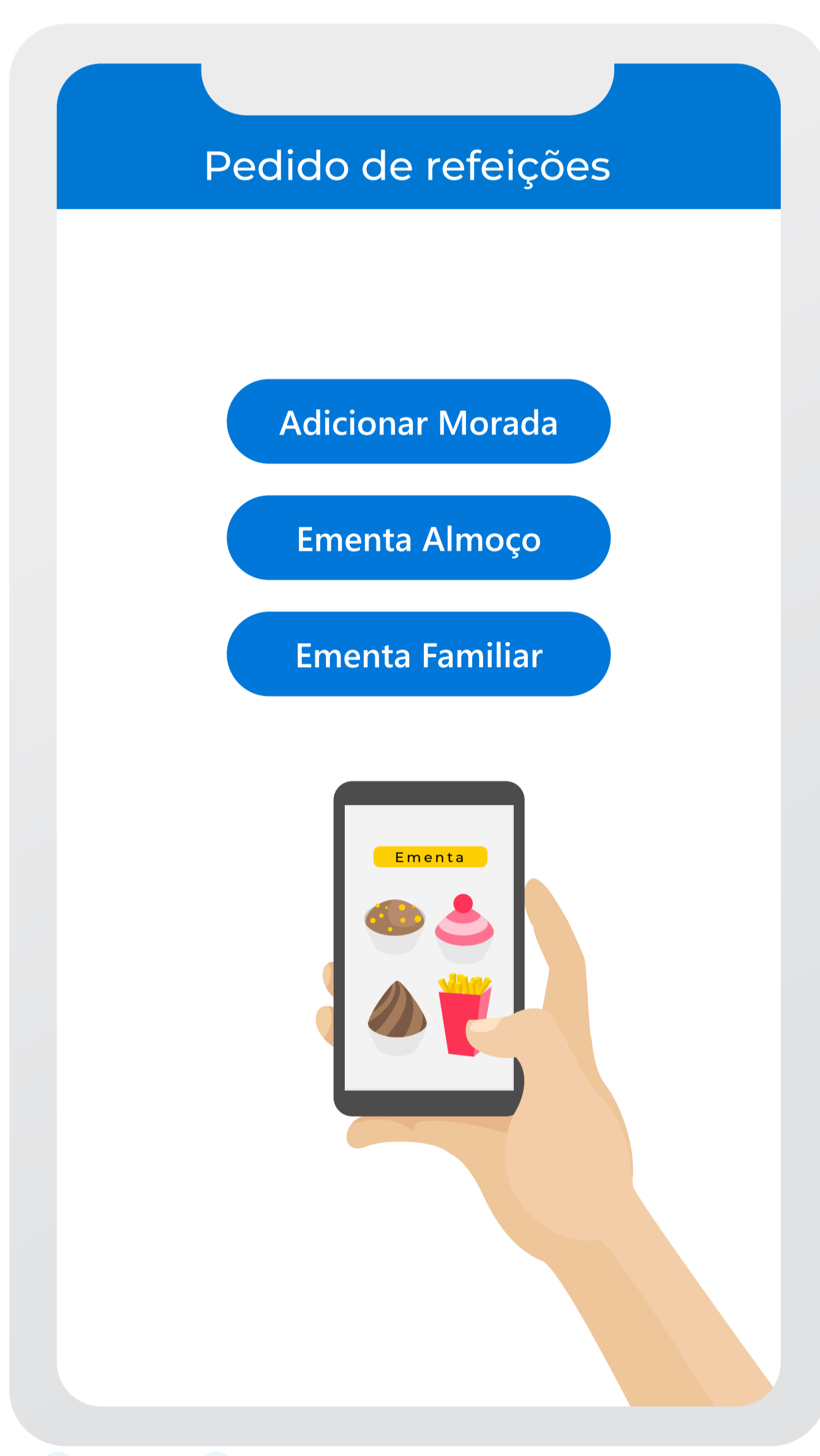
Janssen's first challenge to Xpand IT was to materialise an application for employees to receive meals in their homes.

## Solution

### 1st USE CASE – Delivery App

To allow employees residing in the greater Lisbon area to enjoy the internal canteen service in their homes, Janssen wanted to develop a simple and easy-to-use application. The goal was to create an app that would allow employees to navigate the different meal menus available for different days and regions within the greater Lisbon area. Employees could choose the meals they wanted to receive at their homes conveniently and quickly.

The Delivery App, which was born from the materialisation of all the requirements that Janssen communicated to Xpand IT's team, allowed employees who would typically be at the office to check the meal menu and request that a meal be delivered to their homes. Thus, Janssen ended up being able to maintain the pre-pandemic canteen activity. Employees were now able to select daily individual or family meals via their smartphones.



#### Home

Main screen with access to different actions.

#### Detail Screen "Menu"

Option to choose different meal menus and make an order

### 2nd USE CASE – Simplify

The first challenge was only the beginning of the work Xpand IT has been developing with Janssen since then. At Xpand IT, we believe that digital initiatives should not be regarded as one-shot projects but rather as ongoing initiatives that can be iterated and continuously improved.

Therefore, in addition to the app with which Xpand IT started its collaboration with Janssen, we developed more solutions using Microsoft's Power Platform. To identify crucial processes for the company and, in a pandemic context, where face-to-face contacts with stakeholders were restricted to the absolute minimum, Xpand IT's team developed the Simplify app.

This PowerApps application aims to collect digital signatures. By connecting to Adobe Sign, for instance, it was possible to improve the experience of Janssen's customers – both internal and external – and achieve substantial efficiencies.

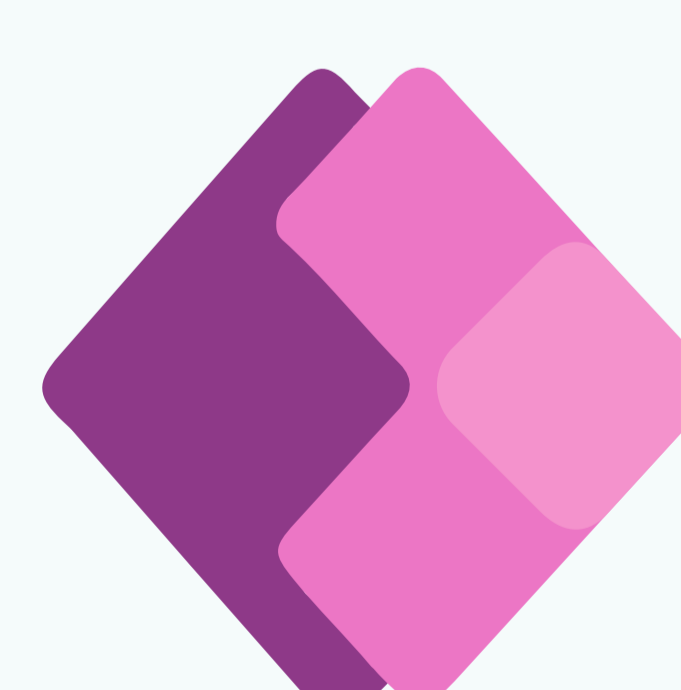
The Simplify application allowed Janssen to focus on its customer, achieving yet another internal digital transformation, making some of its processes more agile, more efficient and more sustainable, saving hours of work for various stakeholders.



## Technology

With Microsoft PowerApps you can create multiplatform applications and, using this technology, it is possible to address different companies' internal scenarios in a faster and more efficient way.

By taking advantage of the native integration with the Office suite, it is possible to greatly reduce the time-to-market for these applications while guaranteeing their usability and performance.



#### Power Apps

Microsoft Power Automate enables the automation of repetitive tasks, and with this technology, it is possible to create workflows to increase an organisation's productivity and efficiency.

Furthermore, you can take advantage of RPA and AI capabilities so that companies can have more time to focus on strategic opportunities.



#### Power Automate

## Benefits

With a continuous initiative mindset rather than a closed project mindset, it is possible to implement solutions that can be iterated, to support different business needs

By digitalising and transforming internal processes, we can make them more agile, efficient, and sustainable

The Delivery app is a solution that allows employees to receive complete meals in the comfort of their own home

The digitalisation of the signing process allows to reduce email interactions significantly

