

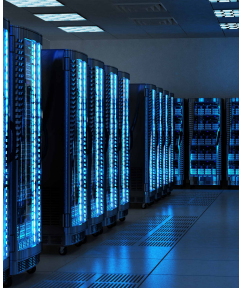
# xpand it

SUCCESS CASE



## IP Telecom Partner Portal

Efficiency and Autonomy with  
Power Pages





IP Telecom, with its motto 'Connecting Businesses', is a leading provider of high-speed networks, data centres and cloud services in Portugal, dedicated exclusively to the business market. Its innovative range of solutions for businesses and public administrations is recognised as a reference in Portugal.

IP Telecom is an ISO 27001 and ISO 9001 certified company, as well as being accredited with different levels of security, participates in several cyber security forums, considering it to be essential to demonstrate the importance it attaches to its customers' information security.

Specialising in supporting critical national infrastructures and key corporate application platforms, IP Telecom has an extensive national fibre-optic network, international connections, and IFT cloud and housing services in its data centres, which are located in Lisbon, Viseu and Porto. These facilities ensure high levels of availability and service quality for its customers.

# Challenge

Through its IPT Partner Network channel, IP Telecom prioritises its relationship with partners and seeks to innovate constantly by finding alternative ways to give them more autonomy.

The challenge presented to Xpand IT aimed at precisely this – creating a public portal where current and future partners could easily access all the benefits of partnering with IP Telecom with agile partnership registration, the ability to develop simulators adapted to the needs of the Portuguese business market, with their respective service

proposals in real-time and, where applicable, proceed with the registration of opportunities, all autonomously.

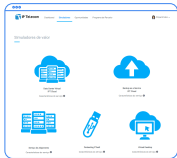
With Xpand IT's help, IP Telecom expected to increase productivity and process quality and strengthen and broaden its relationships with partners through the IPT Partner Network programme.

# The Solution

Based on the Microsoft Dynamics 365 CRM platform that IP Telecom already uses internally, the Xpand IT team identified Power Pages technology as the ideal architecture.

The creation of a new portal offered its users greater autonomy, whether they were partners or members of the IP Telecom team. Before the Power Pages solution, IP Telecom's registration process took considerable time, from the initial email sent by the partner or the company's partner manager to the completion of the process.

Currently, the registration time has been optimised and drastically reduced to 2 hours for partner approval and validation, compared to the previous 2-5 days, increasing the efficiency and productivity of the team and contributing to smarter, more effective resource management.



## Homepage screen

- Access to available services
- Users can browse and select the desired service

← VOLTAR AO SIMULADOR

## Backup as a Service IPT Cloud

## Características

Storage (TB)

- 2 +

## Backup

Backup VMs

- 2 +

Número de cópias

1 2

Resumo da simulação

Backup as a Service  
IPT Cloud

Storage 1 TB

Backup VMs 2

Número de Cópias 2

Valor mensal

**211.43 €**

Registrar oportunidade

Entre now!

Revisar simulação

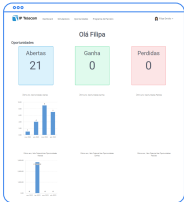
Calcular valor

The IPT Partner Network Programme, available on the portal home page and during registration, allows users to verify the goals and benefits of belonging to the IP Telecom ecosystem.

Users can complete their initial registration and simulate the service, including their offers and budget, in real time.

**Simulation summary**

- Once the service has been selected, the budget is calculated
- At this stage, the user can download the budget, send an email, refresh the simulation or register the opportunity.



Partners can also register opportunities by describing the service they need, which is then sent directly to IP Telecom's CRM system.

Here, a dashboard allows users to view a complete history of all opportunities, including open, won and lost.

**This solution has enabled IP Telecom to simplify and streamline its processes, giving its partners greater autonomy while improving opportunity management in its CRM.**

By working with Xpand IT, IP Telecom was able to offer its partners a user-friendly, practical experience with enhanced functionality.

#### Opportunity history

- The user (partner) can access an overview of open, won and lost opportunities.
- The performance allows graphs/visualizations showing potential opportunities and outcomes.

# Technology

## Power Pages

Enables the creation of secure modern websites. Organisations can quickly build websites to deliver critical information and services to their customers. By leveraging native integration with the Office suite of products, it is possible to reduce the time to market for these solutions. In addition, Power Pages capabilities can be extended through tools such as GitHub and Azure DevOps.

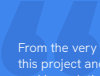
# Benefits

The portal allows customers to run simulations and receive real-time quotes, speeding up the decision-making process;

Process optimisation and increased efficiency in partner and opportunity management;

The portal's integration with IP Telecom's CRM facilitates better opportunities management and access to the associated history;

A more functional, self-sufficient customer experience without partners needing to rely on manual processes.



From the very beginning, there was a willingness to move forward with this project and, throughout it, an environment of collaboration and seeking solutions to the challenges that arose during the process - from the UX to the programming itself.

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IP Telecom PT



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xpand-it.com

HQ: Portugal

Croatia . Germany . Sweden . United Kingdom

