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Case Study

HOCHDORF
Swiss Nutrition Solutions

Company Profile

The HOCHDORF Group is one of the Swiss market leaders in the development, production and marketing of valuable foods and ingredients made from the natural raw material milk. Since 1895, it has stood for healthy nutrition, contributing to the health and well-being of everyone from babies to senior citizens. HOCHDORF products are sold in over 90 countries worldwide.

With power into the automation of product data

Challenges

- (Partial) automation of previously manual and error-prone processes
- Complex data collection and workflows
- Intransparency of process steps

Solution

- Model-driven Power App for the digitalisation and automation of processes
- Additional Canvas App for an individualised user interface
- Automated workflows with Power Automate
- Low-code/no-code solution that adapts to any number of product types

Benefit

- Digitisation of interfaces and centralisation of data
- Increased validity of product data
- A transparent and quicker process
- User-friendly interface

Technologies

 Power Automate

 Power Apps

Large amounts of data, multiple departments and one Excel sheet. This combination had initially proven successful but was becoming increasingly confusing and error prone. HOCHDORF therefore needed a professional solution to manage the master data of individual articles in the future. „Each new product was entered in a new Excel form and further details were added by various departments. An overview of the pending article openings and their status was only possible to a very limited extent via the folder structure. This made the previous process very intransparent and complex," explains Manuela Wallimann, Master Data Manager at HOCHDORF, the initial situation. In addition, HOCHDORF implemented at the same time several new systems. The new solution therefore had to digitise the maintenance of the master data, include the complex workflow and fit well into the existing infrastructure – an automated transfer of the data into different systems was thus necessary.

Automated data maintenance for all

After the process of the master data for an item is triggered, the application follows a precisely defined workflow depending on the product type and business field and notifies the respective responsible department by e-mail.

The push mail provides initial guidance and can contain a task, checklist or project status information. From the mail, the employees are forwarded directly into the app, so that the required data can be filled in without detours. This is of great added value for the departments, because they are only shown the information and fields that are relevant to them and are given instructions for the respective process step. As soon as the step is completed, the department can initiate the next workflow with a simple confirmation. The app then automatically sends a notification to the next department. This way, employees are guided through their tasks step by step.

> **Our Power App completely digitalised our process and fits perfectly in our existing infrastructure. Recording products is now very simple and especially the transparency has increased significantly. We can easily trace the project status and see where things might be stuck.**

Manuela Wallimann - Master Data Manager, HOCHDORF Swiss Nutrition Ltd

Digitalisation with Power Apps

Due to the complex data collection, a data-driven solution was needed. To meet the „data first" requirement, novaCapta recommended a model-driven app that offers significantly more development and customisation options than other applications. The app was developed based on the low-code/no-code platform from Microsoft and enables a seamless integration into the existing IT landscape of the company.

The model-driven Power App simplifies the previously complicated and error-prone process, as process steps can now be executed both sequentially and parallel. The various department employees are led very smoothly in the app through the process step that is relevant to them.

For greater usability and clarity, the model-driven Power App was combined with a Canva App. All workflows are implemented through Power Automate. The combination of the solution thus enables the digitalisation and simultaneously the automation of the process.

Full control and transparency

The entire process can be checked and controlled by the administrator at any time. A search function within the Power App supports the quick detection of existing and completed tasks.

So far, six different product types and three business areas have already been integrated into the solution. Further product types can be added at any time thanks to the app's easy configurability. This enables the Power App to grow with HOCHDORF's business needs.

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