



**bowdark**



## CASE STUDY

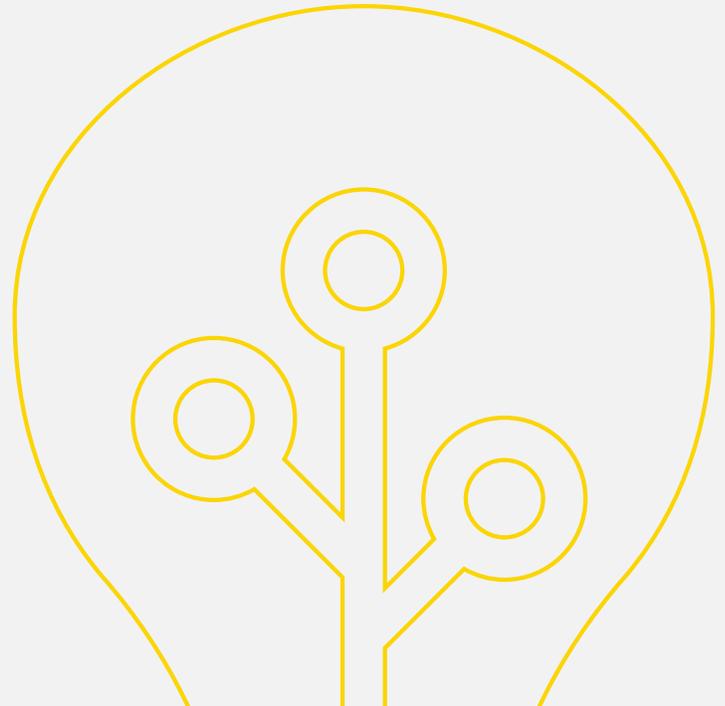
# Extending the Access of Enterprise Data to the Field

## SUMMARY

Bowdark partnered with a Fortune 500 domestic provider of electric and gas that provides services to over 7 million customers in 6 states. Customer service is key to their success, and to deliver on this commitment, the company recognized the need to better equip field service teams with access to data in SAP and other key business systems, whether they're in the office or field. Bowdark delivered a solution that provides secure mobile access to enterprise and customer data, and as a result, improved field service team capabilities in the field and increased their efficiency, and reduced the costs of delivering best-in-class customer service.

## BUSINESS OVERVIEW

|   |               |
|---|---------------|
| Size  | Country       |
| 10,000 employees  | United States |
| Industry  |               |
| Utilities   |               |
| Products and Services   |               |
| Microsoft Power Platform and Azure,<br>and SAP Business Technology Platform (BTP) |               |



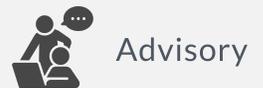
## CHALLENGE

Data is essential for a business to operate and serve customers, whether staff are in the office or field. The company's service teams couldn't access valuable data in the field, and the company was lost in an ever-changing digital landscape. This challenged the company's ability to deliver best-in-class customer service.

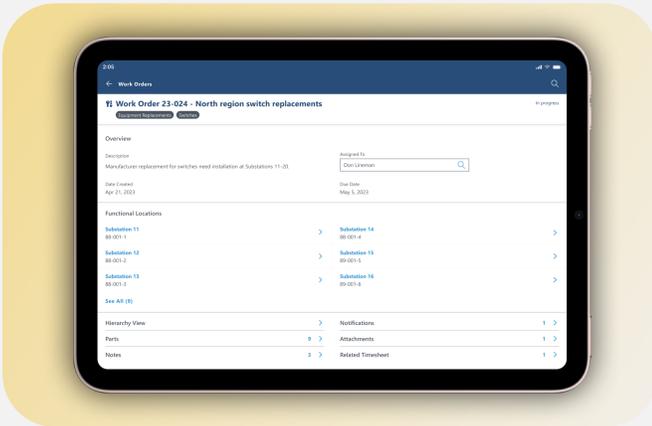
## APPROACH

Bowdark partnered with the company and provided services to build an open-standard, enterprise-ready toolset and data flow on the company's existing SAP infrastructure. The team pursued a solution to both improve data access and establish a foundation for delivering more value to enhance field service delivery.

Partner services



## SOLUTION



An app for field service teams to securely access data from any mobile device anywhere. Also, the solution:

- Provided secure data access all the way to SAP using single sign-on (SSO) authentication.
- Opened SAP data access to build custom apps and introduce new workflows to process assigned work orders, conduct and approve routine inspections that require approvals, enter timesheets, and more.
- Replaced legacy tools with old interfaces and technology.

## OUTCOME

By innovating with existing infrastructure, Bowdark helped the company develop the tools that reduced costs and enhanced secure data access and operational processes all while maintaining the exceptional services customers expected.



Cut costs by adopting consumption-based pricing models.



Increased security with detailed audit trails for every SAP transaction.



Simplified architecture to build more with fewer app services.



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