

CASE STUDY

Local Government

GLA: Power Platform



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AUTOMATING AND SECURING THE STARTERS, MOVERS, AND LEAVERS PROCESS

The Greater London Authority (GLA) has automated the Starters, Movers, and Leavers (SML) business process with the help of Telefónica Tech's expertise and Microsoft's Power Platforms.

THE CHALLENGE – AUTOMATING & IMPROVING A KEY BUSINESS PROCESS

The GLA wished to improve its SML process, used for managing the onboarding, moving and departure of staff, which was previously largely email based. Additionally, key systems were out of synch and data inconsistent.



“Your expert, Spencer Parry, fully understood the brief and helped us understand what was possible. He supported us on this journey at every step, working alongside us to tweak and improve the process throughout the lifecycle of the project. He certainly went the extra mile.”

- Jocelyn Onyeka,
Senior Project Manager, GLA



THE SOLUTION – POWER PLATFORM

With the help of Power Apps and Power Automate, line managers now start the process by completing a simple, digital form. This prompts a workflow process, passing the Starters, Movers and Leavers request through each of the 3 departments, HR, IT and Security. As each step of the process is completed, Microsoft Power Automate notifies the required department of the status.

This provides real-time tracking, allowing any department to see who and when each stage was actioned. Using SharePoint and Power Apps security features ensures only personnel with the relevant permissions can see this information

“Often line managers had to follow up requests manually, which was not the best use of their time.”

Spencer Parry
Power Automate Manager, Telefónica Tech

THE RESULTS - STREAMLINED EFFICIENCY

More than 440-line managers are now empowered with a single source, of truth, helping to speed up the turnaround time and reduce errors, inefficiency, and waste. New starters can start working productively from day one, and movers and leavers can submit the appropriate requests and information online, with the associated IT access and security access actioned in advance.

Compared to the previous system, the automated approach fully supports the GLA’s shift to hybrid working. Plus, they were able to use their existing Microsoft investment rather than having to procure additional technology.

SOLUTION OVERVIEW

- The front end, user application: Microsoft Power Apps
- The Workflow and Email notification and scheduled reminders: Microsoft Power Automate
- Datastore: SharePoint Online Lists
- Power BI – Reporting

