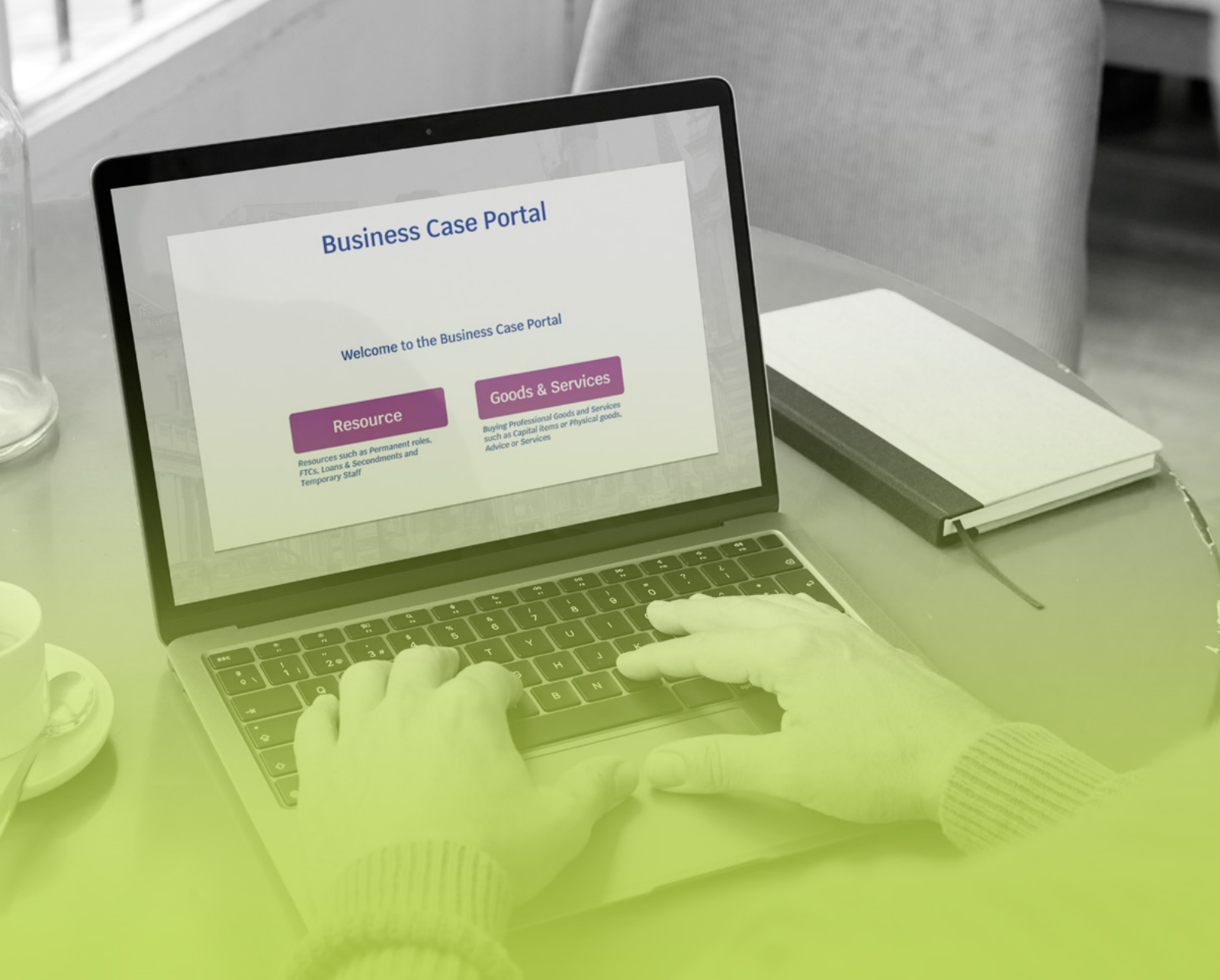**REINVIGORATION**
DELIVER EXCELLENCE WITH CERTAINTY

Case Study

Unlocking A UK Government Regulatory Body's True Potential by Optimising Their Business Case Portal App

How Reinvigoration Resolved and Optimised the Organisation's Business Case Portal to Perform to Its Full Potential

Executive Summary

A UK government regulatory body's Business Case Portal is a product that was developed internally to manage requests for goods, services, and resourcing. The portal was developed by an in-house developer who left the organisation before addressing several issues that negatively impacted functionality. As a result, the organisation did not have the internal capability to fix these issues or make changes in the future. That's when they approached Reinvigoration to fill the gap in the organisation's Power Apps capability.

Find out how Reinvigoration successfully resolved several functionality issues with the internally developed Business Case Portal app, and is providing ongoing service desk support to fill the client's gap in capability for Power Apps development.

The Challenge

The UK government regulatory body's Business Case Portal, made to manage requests for goods, services, and resourcing ran into problems that negatively impacted its functionality. They found themselves without the internal capability to fix these issues after the developer left the organisation before addressing the issues.

The Solution

Reinvigoration filled the gap in the organisation's Power App capabilities and made changes to the app's approval workflow, email distribution, and management of cases which required a complete overhaul for it to function as intended.

How Reinvigoration Helped:

- Fixed several elements within the portal that limited functionality, including the "Draft", "Submitted", "Save" and "Delegate" buttons that needed additional functionality to operate.

- Revised the system's workflow to ensure business cases go to the right people for approval, in the correct order.

- Created new additions in the digital environment upon implementing these new functionalities, then tested and then deployed them in the live system.

The Outcomes

Changes to the app made it fit for purpose, eliminating repeat work, wasteful activities, and errors occurring within the UK government regulatory body. These app optimisations allowed the organisation to direct, track, and monitor all their business cases from one centralised source.

The Conclusion

Reinvigoration successfully revised the Business Case Portal app, fixing several functionality issues that had a negative impact on its usability. This allowed Ofwat to have a single working platform for all business cases, which eliminated repeat work, wasteful activities and errors. Reinvigoration is now looking to further develop the portal with additional compliance and deferment issues in mind.

Overall, Reinvigoration was able to help the organisation overcome an obstacle that limited their internal capability, allowing them to continue functioning effectively and efficiently.

About Reinvigoration

Reinvigoration is a leading expert operations consultancy and enterprise platform solution provider based in the UK. Founded in 2010, Reinvigoration has helped organisations worldwide to achieve strategic operational transformation. We use our passion and deep-rooted expertise in operations management best practices, transformation and capability building to help our clients deliver excellence with certainty, every time.

Learn more about how Reinvigoration can help you, visit Reinvigoration.com or connect with our experts.

Contact us to learn more.

Supported over	Delivered over	Improved over	Developed the capability of over	Certified over
150	**£0.5bn**	**10,000**	**100,000**	**5,000**
global organisations	in financial saving for clients	client processes	people	people in Lean Competency Systems