Vinçotte B2B customer portal

as presented by

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AE

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Nouvelle demande d'inspection

(1) Choisissez une inspection > **(2)** Ajoutez lieux de visite > **(3)** Veuillez confirmer votre demande

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Chercher...

Catégories / Installations domestiques /

Électricité (installation domestique)

Unité d'habitation (électricité)

Inspection de l'ensemble de l'installation domestique. Y compris les panneaux photovoltaïques existants et/ou la batterie et/ou la borne de recharge

Choisissez cette inspection

Extension panneaux photovoltaïques

Inspection de l'extension de l'installation existante : les panneaux photovoltaïques

Choisissez cette inspection

Extension borne de recharge

Inspection de l'extension de l'installation existante : borne de recharge

Choisissez cette inspection

< Retourner

Navigation latérale:

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- Ordres
- Visites
- Rapports
- Equipements
- Factures
- Besoin d'aide ?
- Kasper

Achievement summary
What was delivered and what was the result?

We successfully delivered an online customer portal, allowing the customer to interact with us in a digital way. The customer portal acts as a one-stop shop, offering customers access to data regarding recent inspections, the state of their assets, and the follow-up regarding any new inspection request. This initiative aimed to provide transparency and facilitate communication with our customers, as well as to alleviate the workload on the customer service department.

Achievement details
Please explain the details of the initiative and the approach that was taken.

Before the launch of the online customer portal, communication with our customer was traditionally done through email or phone. However, customers asked for a more convenient and efficient way to get answers to their questions/remarks.

To address this, we focused on delivering a digital solution. Here are the key details of our approach:

- MVP Approach: Rather than immediately launching a full-scale customer portal, we strategically adopted the Minimum Viable Product (MVP) methodology. We deliberately limited the scope of the initial release, focusing on essential features and functionalities. This allowed us to get the solution into the hands of our users faster while maintaining room for iterative improvements.
- Close collaboration between IT & business: To understand and refine business requirements, we engaged in weekly refinements with key business stakeholders. This collaborative approach allowed us to fine-tune every aspect of the customer portal, resulting in a solution that truly met their needs.
- Agile development: In parallel with the refinement sessions, we quickly initiated the backend development to identify and address potential issues. This proactive approach enabled us to deliver a robust product.
- Visual Mockups: To align everyone on the project's vision, we created visual mockups of the user interface screens. These mockups helped us to get feedback from business stakeholders, ensuring that their input was well-analyzed, challenged, and understood.

- Flexible architecture: via the use of microservices & APIs we delivered a solution that fitted within the IT strategy and is flexible towards any future expansion/change.

Key achievement
Why do you think this initiative should receive the award?

The IT team exhibited a high level of ownership and commitment to understanding and refining the requirements outlined by our business partners. This collaborative effort marked a significant shift in our approach, fostering a productive and close relationship with our business stakeholders. It serves as an example of effective teamwork, and it laid the foundation for the way of working for any future initiative.