

## Drew Marine Streamlines Service Scheduling through Power Apps Solution.



Drew Marine provides technology solutions and services to marine and offshore industries. They offer a range of products and services, including water treatment chemicals, engineering services, and onboard technical support. It operates globally, focusing on serving customers in the United States.

The company believes in helping customers improve business efficiency, reduce operating costs, and comply with regulatory requirements. To ensure this, they engaged with Imperium Dynamics and deployed a custom-designed Power Platform solution for account and vessel management.



## Performing On-board Service Scheduling

Before deploying the Power Platform solution, the company manually managed the service scheduling requests received from agents for the client's vessels. The company needed a solution to assign and schedule the service request to engineers.

Everything was done manually, from prioritizing the request and color coding it on excel to tracking the support team nearest to the vessel, checking their availability, and assigning the task to engineers. They were using emails and phone calls to communicate with the agent to gather the client's vessel support request requirements, and Outlook and Google sheets to allocate and track the tasks assigned to service engineers. Because of the multiple systems, tracking the available slots and locating and assigning the task to the service agent was difficult and time-consuming. There were delays in fulfilling the service request. Therefore, Imperium dynamics designed a solution to streamline task management and schedule vessel services for customers.





# 360 Vessel Management Solution for Streamlining Business Process

Considering their business needs, Imperium Dynamics designed the Vessel 360 management model-driven app. The Power Platform solution enabled a consolidated view of vessel information of service request history, reports, contacts, and accounts and provided analytics and KPIs to provide service insights regarding the request status, volume by location, and vessels due for service. It streamlined the process of assigning service requests to service engineers across the globe by centralizing data, improving visibility across departments, and configuring warning messages in case a service request was critical. Unified dataverse for editing and storing the records enabled automated reporting and helped the company identify trends in log reviews and understand patterns in how their products are functioning.

Overall, the designed Power Platform solution was robust, user-friendly, and optimized for business needs. It improved the company's productivity by digitizing the business processes.

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