Aquaporin Optimizes Business Processes with Microsoft Dynamics 365 CE and Power Platform

CGI

Close collaboration yields results for an innovative company, one win at a time.

Aquaporin is on an innovation and growth journey towards a future with cleaner water. Danish company develops unique solutions for purifying water in homes, industries, and even in space.

With B2B sales that spans the globe, Aquaporin needs IT solutions that fully support business processes with close integration to the company's ERP system, Microsoft Dynamics 365 Business Central.

And with help from CGI, Aquaporin has optimized their core processes with Microsoft Dynamics 365 CE (Customer Engagement), Microsoft Power Automate, and Power BI.

This has been achieved in close collaboration, with Aquaporin reaping the desired benefits one at a time.

Yalda Naftchi, IT and Business Process Manager at Aquaporin, explains that the company operates entirely on the Azure cloud, utilizing Azure Modern Workplace solutions.

And in a company that not too long ago was in the early start-up phase, any IT investment requires thorough, strategic considerations.
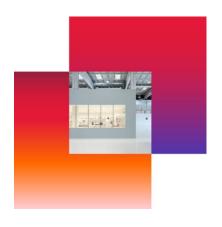
At eye level

"We were looking for a vendor who would not just present us with a turnkey solution, but meet us at eye level, ask questions and understand our business and processes," Yalda Naftchi says.

For Aquaporin, CGI was that vendor.

"CGI's consultants came with good references and an approach that matched our needs. For us, it's not just about digitalizing processes to speed them up, but about understanding processes and building the *right* flows," says Yalda Naftchi.

The collaboration between Aquaporin and CGI began with one single focal point in the sales process.

From there, it evolved into a close partnership, where Aquaporin and CGI together identify where to reap the next reward.

Customer value

- Optimized core processes

- Improved data quality

- Close partnership with a focus on one gain at a time

AQUAPORIN

Understanding and respect

"We take things one process, one benefit at a time. That pace suits our resources and our way of working. It has provided a good workflow with CGI's consultants, who have a great understanding and respect for Aquaporin as a company," says Yalda Naftchi.

Three years down the line, Aquaporin has now, in Yalda Naftchi's words, "revised and optimized" their core processes. Along the way, the company has utilized most of the modules in the Microsoft Dynamics 365 CE platform, including:

- Sales Enterprise
- Asset Management
- Customer Voice
- Project Operations
- Customer Service Enterprise

CGI has also assisted Aquaporin in a number of other areas, including consolidation of master data, reporting in Microsoft Power BI, and integrations to third-party systems.

"Our data quality is improved, and it has opened up new opportunities to utilize data better," says Yalda Naftchi, who describes the collaboration with CGI as a very positive experience.

She adds that while Aquaporin has already integrated a few AI functionalities, there is still a significant potential to realize within the Microsoft Dynamics 365 CE platform, including the Customer Insights module.

About Aquaporin

Aquaporin is an innovative water technology company with operations in Denmark (HQ), Singapore, Turkey, the United States, and China. We are committed to rethinking water filtration with biotechnology to solve global water challenges. By combining three disciplines from the world of natural sciences: biology, chemistry, and physics, we have created the unique, nature-inspired Aquaporin Inside® technology which we embed into all our membranes and solutions. Our technology is based on Nobel Prize-winning research and is used to clean and reuse water in industries, in our homes, and even by NASA in space. We work with customers and partners around the globe to responsibly treat industrial wastewater, concentrate food and beverage products in a natural way, and enhance drinking water quality and accessibility

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About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-focused to help accelerate returns on your investments. Across 21 industry sectors in 400 locations worldwide, our 91,000 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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