

Factor Apps

Redefining Business Applications



WWW.THEFACTOR.COM.AU





Things to discuss

- Business and IT challenges
- Problems you might be facing
- What is Factor Apps?
- What can Factor Apps solve for you?
- There's a better way



Common Business and IT Challenges



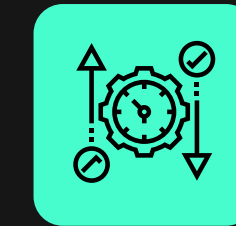
Budget constraints



IT and business partnership



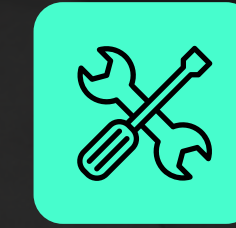
Time and resource constraints



Slow pace to change



Rising customer expectations



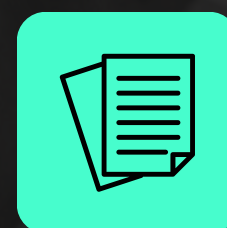
Technical skills shortage



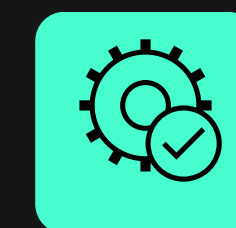
Technical debt / legacy systems



Security and compliance risks



Paper-based processes / data



New digital business models

Problems you might be facing

They are more common than you think!



Process Improvement

Do you have too many incoming requests to solve problems and not enough people to meet the demand?

Lots of paper-based forms or business processes?

Profit not maximised due to reliance on manual processes.

Innovation

Are you unsure of what technology you can use or what options are out there?

Would your organisation benefit from a no or low-code solution that lets business areas solve their own problems while maintaining control over the data and platform?

Data Integration

Do your organisations applications operate on too many different platforms that are hard to integrate and administer?

Is managing compliance with security requirements across systems an issue for your organisation?

Are cyber threats keeping you up at night?

Project Governance

Are you finding that your teams have too much technical debt but not enough capacity to address it?

Do you have a business problem that the Power Platform would be perfect for, but don't have funding to run this as a project?

Do your projects fail to get off the ground because of the overheads and hurdles of starting a new project?

What is Factor Apps?

Factor Apps allows your organisation to rapidly deliver scalable solutions for multiple business lines across the organisation by leveraging Dynamics 365 and Power Apps to create a true enterprise platform.

It is specifically designed and optimised to enable our clients with repetitive service delivery tasks to digitise and automate processes, enable staff to perform value-add activities, and reduce the technical and business debt required for each new project.

How it works

Factor Apps removes the costs and complexities of establishing an in house full time team.

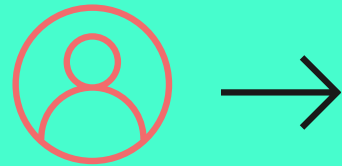
Replaced by an annual subscription service, you will have a team dedicated to solving your business problems using a proven delivery method to maximise return on investment.

You will have access to the Factor Apps catalogue containing ready to deploy business applications relevant to the Federal Government

What does Factor Apps solve?



Contractor delivery

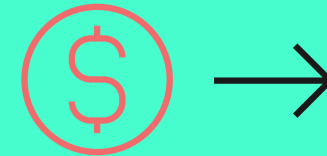


Contractors are heavily relied upon for Dynamics 365 and PowerApps development, support, and continuous improvement.

This rapidly becomes quite costly for the organisation and often the expected outcomes are not delivered. Additionally, contractors do not have the reach back nor repeatable IP available to scale and expedite delivery.

Often contractors are not required to deliver an outcome and can increase the scope to extend their engagements.

Unrealised return on investment

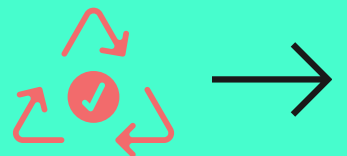


Implementing Dynamics 365 and Power Platform is quite an investment but often implementations are limited to specific use cases and/or major projects/programs.

There is a huge opportunity to continue to onboard additional business areas to the platform after the completion of a major project and allow the full ROI to be realised as the platform is adopted at an enterprise level.

Leveraging the benefits of cloud services means you only pay for what you use.

Reusable government IP



There are many challenges across Government agencies that are the same from Department to department. There has long been a desire to reuse solutions across Government.

We are here to solve a problem once for an agency and make that a catalogue item for reuse in other agencies. Solutions may require some configuration changes to suit the clients needs.

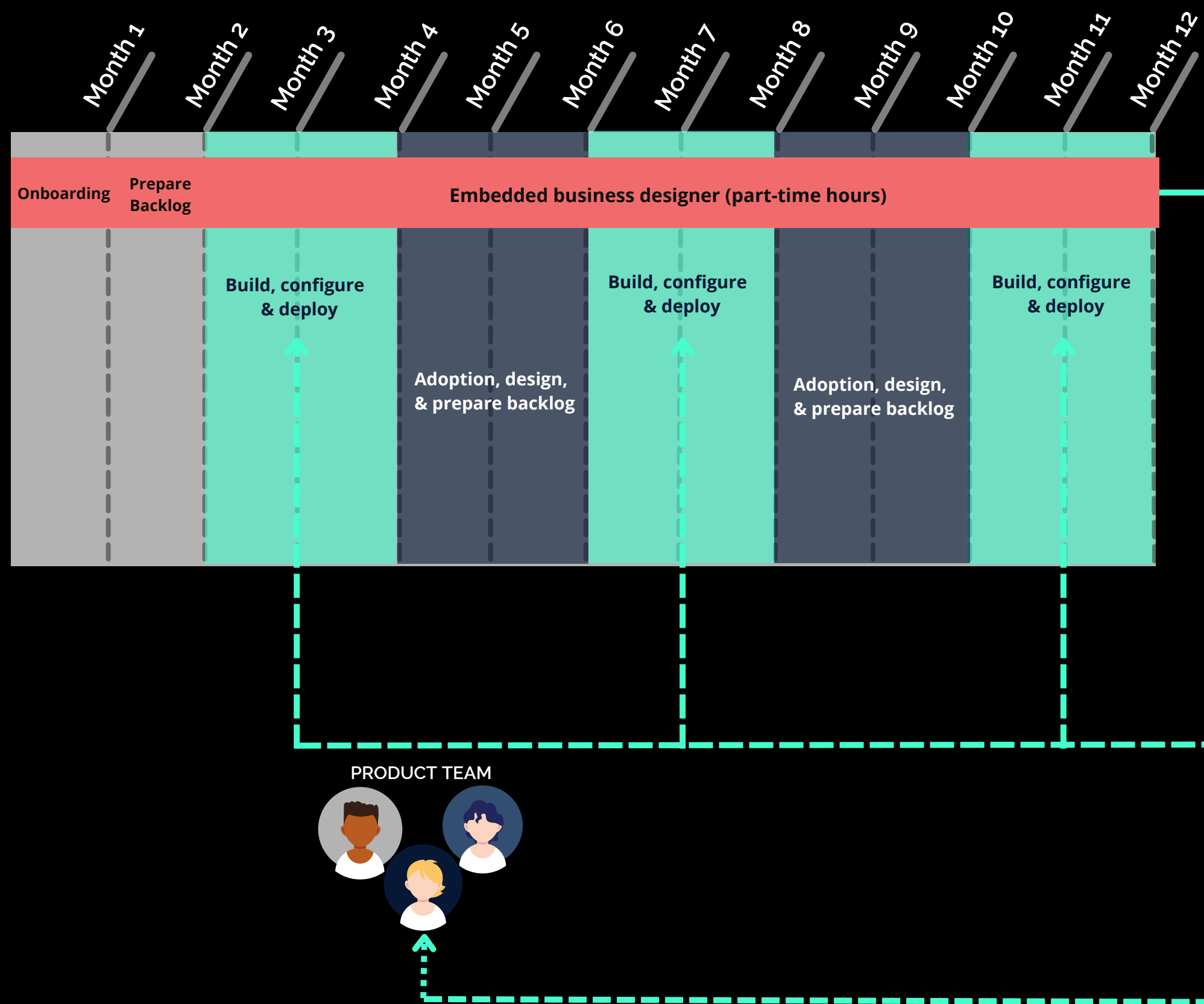
Government will save money and be able to access faster results.

The background of the slide features a dark, semi-transparent image of three people in a meeting. A man on the left is smiling and looking towards the center. A woman on the right is looking towards the center. In the foreground, the back of a person's head and shoulders are visible, looking towards the other two. The overall tone is professional and collaborative.

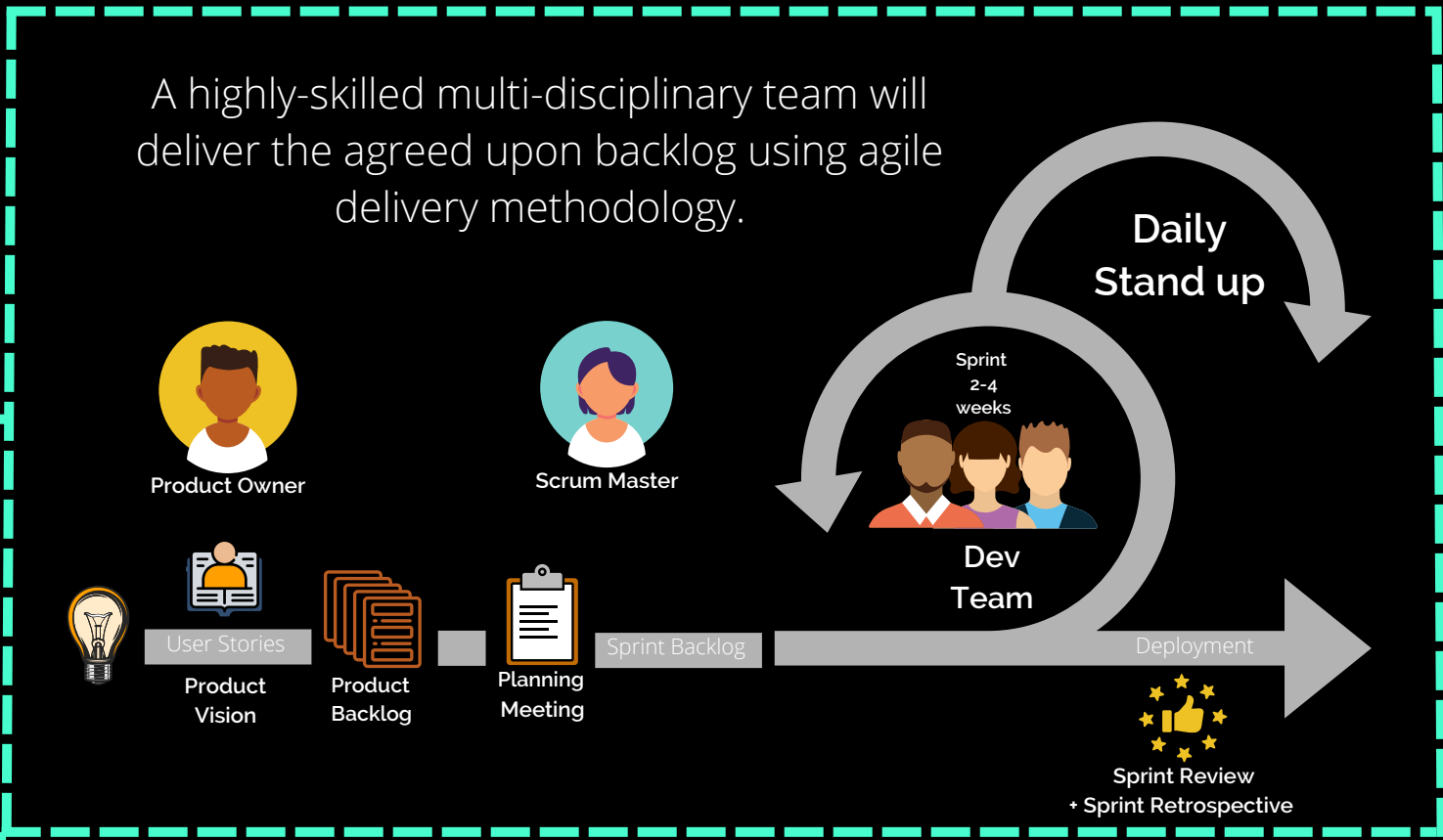
There's a **better** way!

- 1 Better product definition
- 2 Clearer outcomes
- 3 Faster deployments
- 4 Higher adoption
- 5 Reusable IP
- 6 Maximised ROI

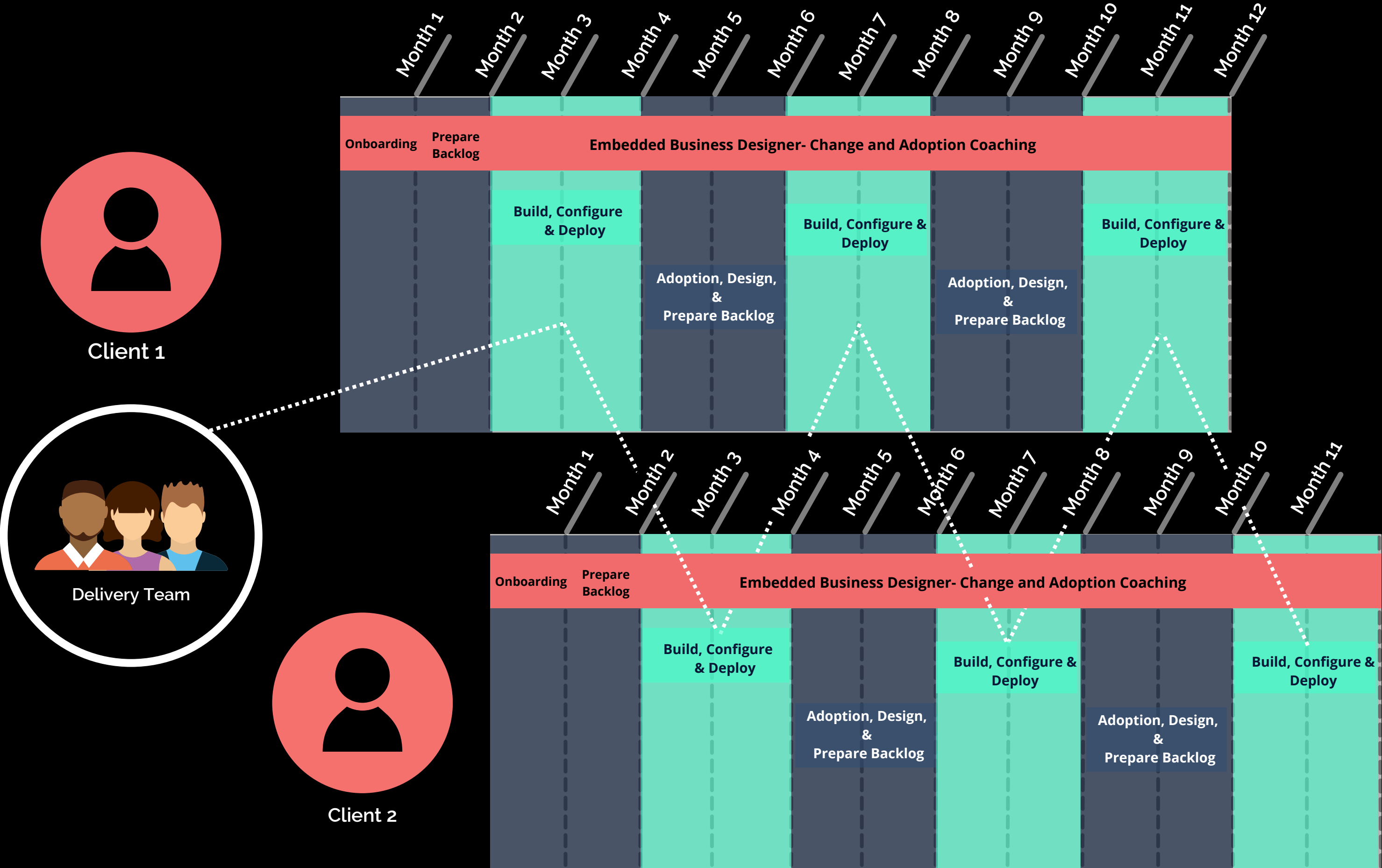
Delivery model (large)



The Business Designer will be embedded within the organisation to lead change & adoption activities, including identifying candidate business areas and working with the Solutions Architect in preparing and scoping a backlog that can be delivered within the iteration.



Delivery Model (multiple clients)



Catalogue solutions



Built

In the pipeline

WORKPLACE TOOLS

- Onboarding Solution
- Travel Requests
- Carpark Booking
- Gift Registry
- Timesheet
- Helpdesk
- Complaints
- Request a Teams Channel

- Enquiries
- Media Enquiries

APPLICATIONS

- Grants
- Rebates
- Seniors Card
- Working with vulnerable people

REGISTRATION / OPERATIONS

- Cars, Boats, Bikes, Trailers
- Businesses
- Assets
- Pets
- Political Parties
- Businesses
- Firearms

COMMUNICATIONS

- Freedom of Information
- Code of Conduct breach reporting
- Data Breach reporting
- Fraud reporting
- Conflict of Interest
- Leave Requests
- Employee Portal
- HR bot

- Stakeholder Management
- Public Enquiries
- Event Management
- Staff Surveys
- Managing Comcare cases
- Organisation chart

INVESTIGATIONS

- Inspections
- Discovery Bot - App discovery

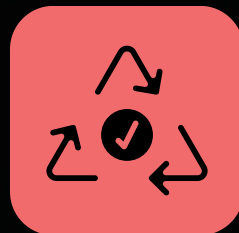
- Compliance
- Audit
- Tribunal
- Crime

LINE OF BUSINESS

- Health Assessment

- Grant Administration
- Anonymous Whistle blower / Tip off
- Electorate briefs

Benefits



Creating a catalogue of reusable solutions



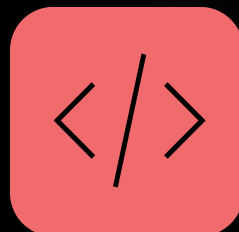
Build it once, configure it many times across government



Centre of Excellence (CoE) - built into the delivery model



Fixed annual costs - a fraction of a full time team



Low code platform to enable business developers in controlled environment

What you can expect from us?

Factor Apps includes..

- Implementation guidance, including tools and processes
- Onboarding and adoption guidance and assistance
- Architectural and technical guidance
- Customised workshops to review project milestones
- Application roadmap and backlog grooming
- Communication and training to drive adoption

Delivery includes..

- Overall program and project management
- DTA Digital Service Standards embedded
- Collaboration and Delivery tools
- Implementation activities, including design, development and documentation
- Data migration, security roles setup, and user training
- Application setup, configuration, and customisation
- Product assistance and user support
- Change & Adoption
- Application Managed Services

Customer Prerequisites

- Microsoft Dynamics 365 tenant exists
- Backlog reflects projects that can be implemented in 8-week iterations, not major longer running project delivery (we cater for that through project teams)
- Iterations can be delivered remotely, with the Business Designer embedded with the client
- Managed Services are provided by Factor but happy to work with your service desk provider to fit into the ITSM model
- Customers agree to share IP with Factor to be used for other agencies and in return receive IP from other Agencies

Out of scope

- Custom complex integration with other line of business systems (Small integration like Single Sign on with Azure AD is ok). Project delivery will be better suited to these requirements.
- Regression testing across existing other implementations. Where we are extending a previous solution that Factor has delivered, we will ensure regression testing is completed.

Whats the investment?

SMALL

Ideal for smaller agencies with a number of delivery requirements across the organisation.

- 2 x 8 week iterations a year
- Business Designer part-time
- 3 person scrum team
- Office hours application support
- 24x7 support ticket solution
- Access to the solution catalogue
- Over 2,500 hrs of delivery

\$40,000 per month

MEDIUM

Got a backlog of business challenges or applications that need to be built? This is the one for you.

- 2 x 8 weeks iterations a year
- Business Designer part-time
- 5 person scrum team
- Office hours application support
- 24x7 support ticket solution
- Access to the solution catalogue
- 4,000 hrs of delivery

\$55,000 per month

LARGE

This is the real deal. You receive extra iterations and more delivery hours to achieve more outcomes for your Department.

- 3 x 8 week iterations
- Business Designer Part-time
- 5 person scrum team
- Office hours application support
- 24x7 support ticket solution
- Access to the solution catalogue
- Over 5,500hrs of delivery

\$85,000 per month

Check out our catalogue of Factor Apps





Employee Onboarding

A start to finish, digital approach to onboard new employees that is seamless and provides a consistent workflow.

Challenge

Each department has disparate and, often, manual systems and processes to onboard new employees.

Key Features

Onboarding task checklist with progress wheel.

Automated welcome email and notifications.

See who is in your team to help feel connected in a new environment.



Canvas App

App is accessible on all devices and customisable to your organisation's logo, brand colours, and assets.

Draft your message on teams to introduce yourself to your team.

Provide personal, employment and government details and attach documents. Also includes DocuSign integration.

Power Apps Portal



Gift Register

An easy-to-use app to declare gifts that have been received during official duties.

Challenge

Employees don't understand when, where, and how to register gifts. Managers have a hard time tracking and reporting on gift registrations.

Key Features

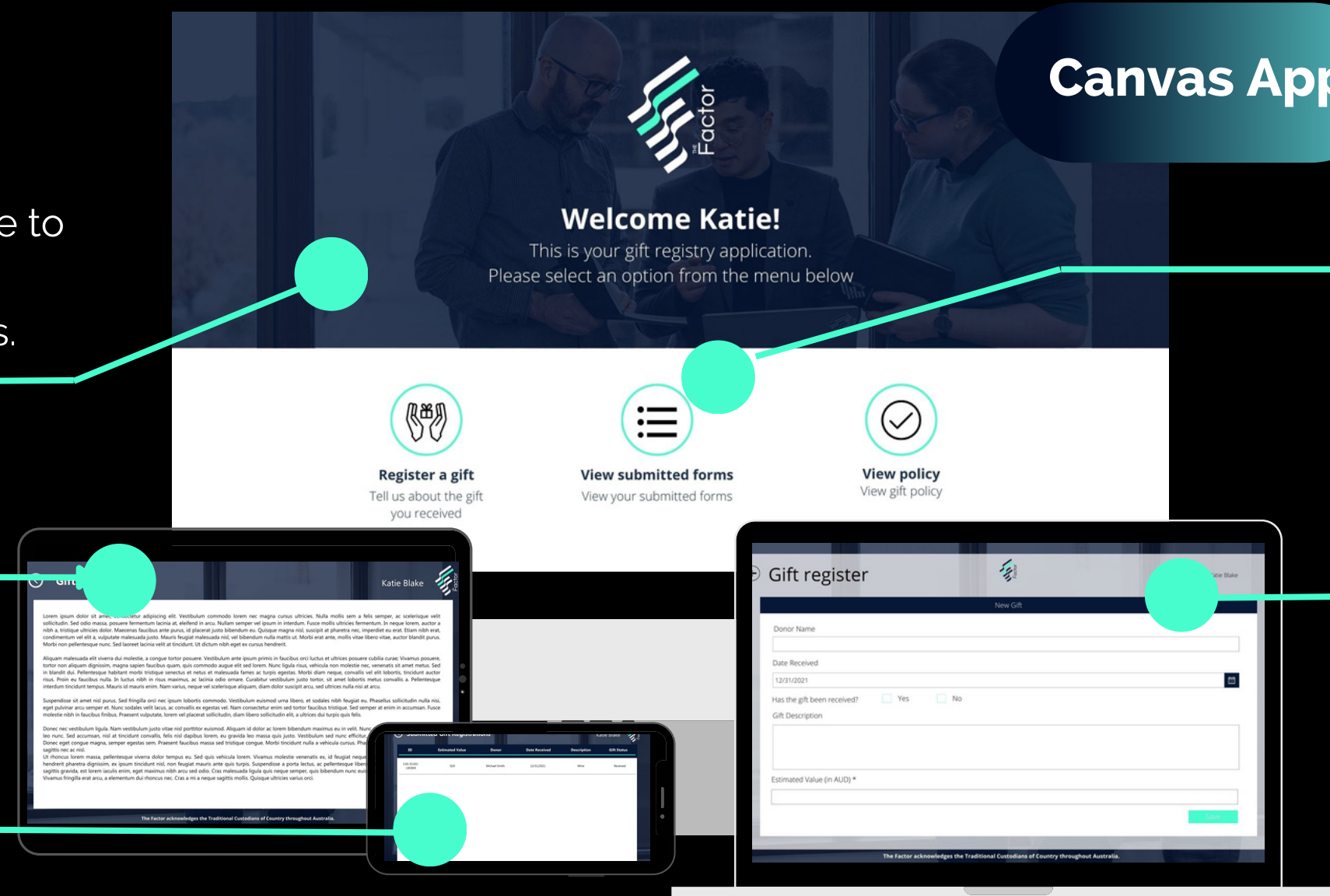
App is accessible on all devices and customisable to your organisation's logo, brand colours, and assets.

Gift policy is accessible and up-to-date.

Admins can approve or deny requests, follow up for further information, and easily create reports.

Canvas App

Access status of current gift registration and archive of past queries.





Timesheet

An app that allows your team to track their time from from wherever and whenever they work

Challenge

Tracking your team's time between multiple projects makes it hard to keep accounting accurate.

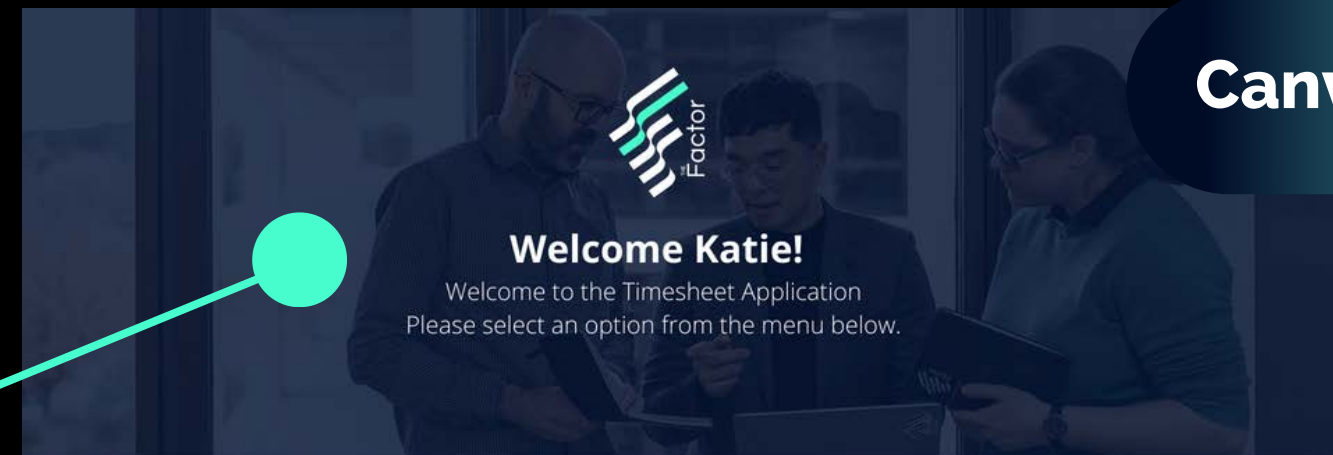
Key Features

App is accessible on all devices and customisable to your organisation's logo, brand colours, and assets.

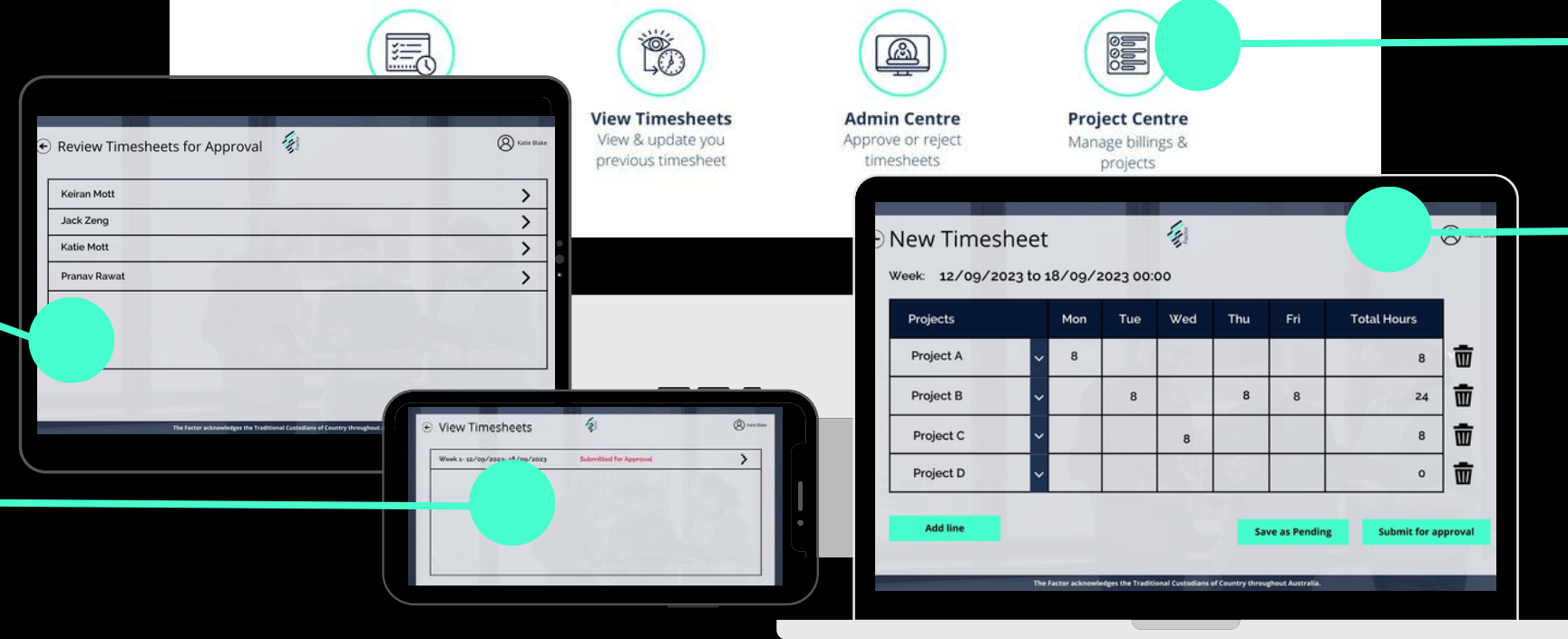
Admins can approve or deny timesheets, follow up for further information, and easily create reports.

Access status of current timesheet and archive of past submissions.

Canvas App



Keep accounting accurate by adding different projects available for time tracking.



Record hours per week spent between multiple projects.



Travel Request

Whether it's for day trips or overnight conferences, this app allows your team to lodge travel requests in one simple place.

Challenge

Knowing how to request for travel and who to ask can be confusing between different departments and coordinating such travels can get confusing if there's no standard process.

Key Features

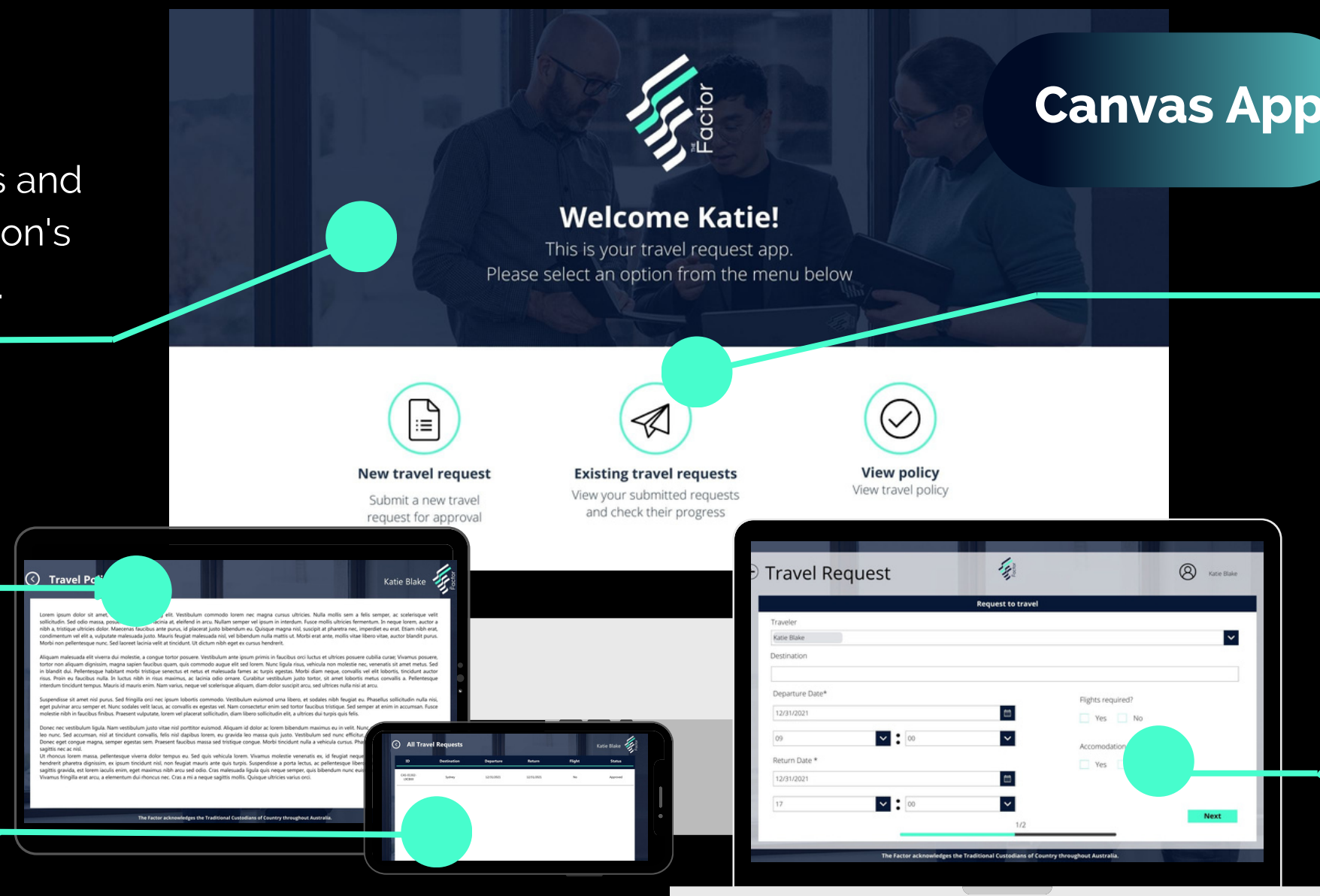
App is accessible on all devices and customisable to your organisation's logo, brand colours, and assets.

Travel policy is accessible and up-to-date.

Admins can approve or deny travel requests, follow up for further information, and easily create reports.

Canvas App

Access status of current requests and archive of past submissions.





Help desk

Create a standardised line of communication between employee and responsible parties to address work-related questions, problems and requests

Challenge

Questions, problems and requests go unresolved because there's no standard process or forum to address it.

Key Features

App is accessible on all devices and customisable to your organisation's logo, brand colours, and assets.

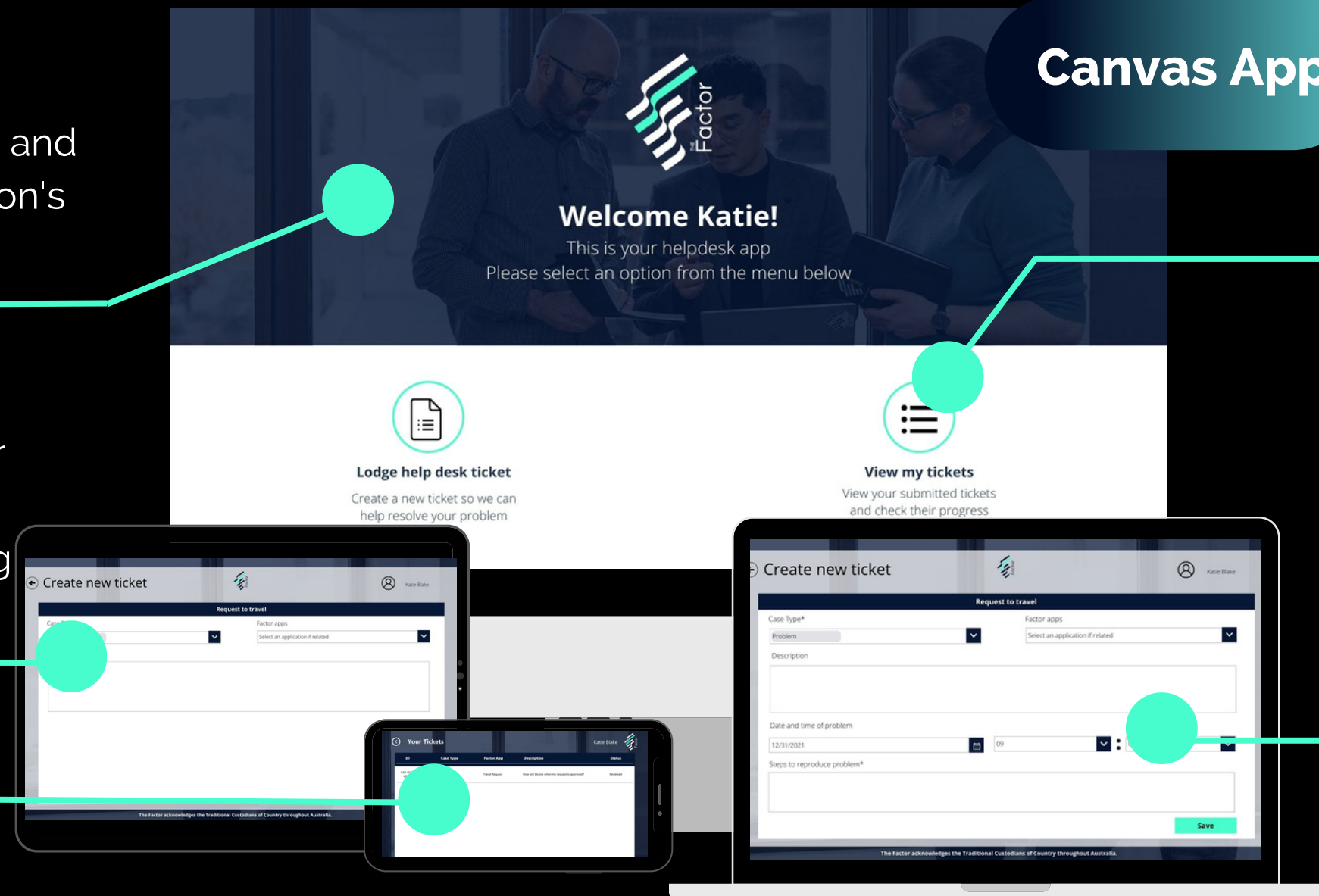
Digitally lodge a help desk ticket that is either a question, problem, or request. There are designated sections to include details regarding the situation.

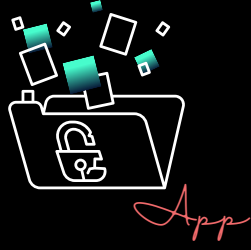
Admins can respond to tickets, and easily create reports.

Canvas App

Access status of current tickets and archive of past submissions.

If the ticket is Factor Apps related, you can specify which app it concerns. This allows us to keep track of any bugs or suggestions for improvement, so we can constantly refine and quickly troubleshoot our IP.





Data Breach

Create data breach reports, view data breach policy, and stores/views previous reports.

Challenge

Potential security problems based on a lack of standard protocols for submitting and responding to data breach reports.

Key Features

App is accessible on all devices and customisable to your organisation's logo, brand colours, and assets.

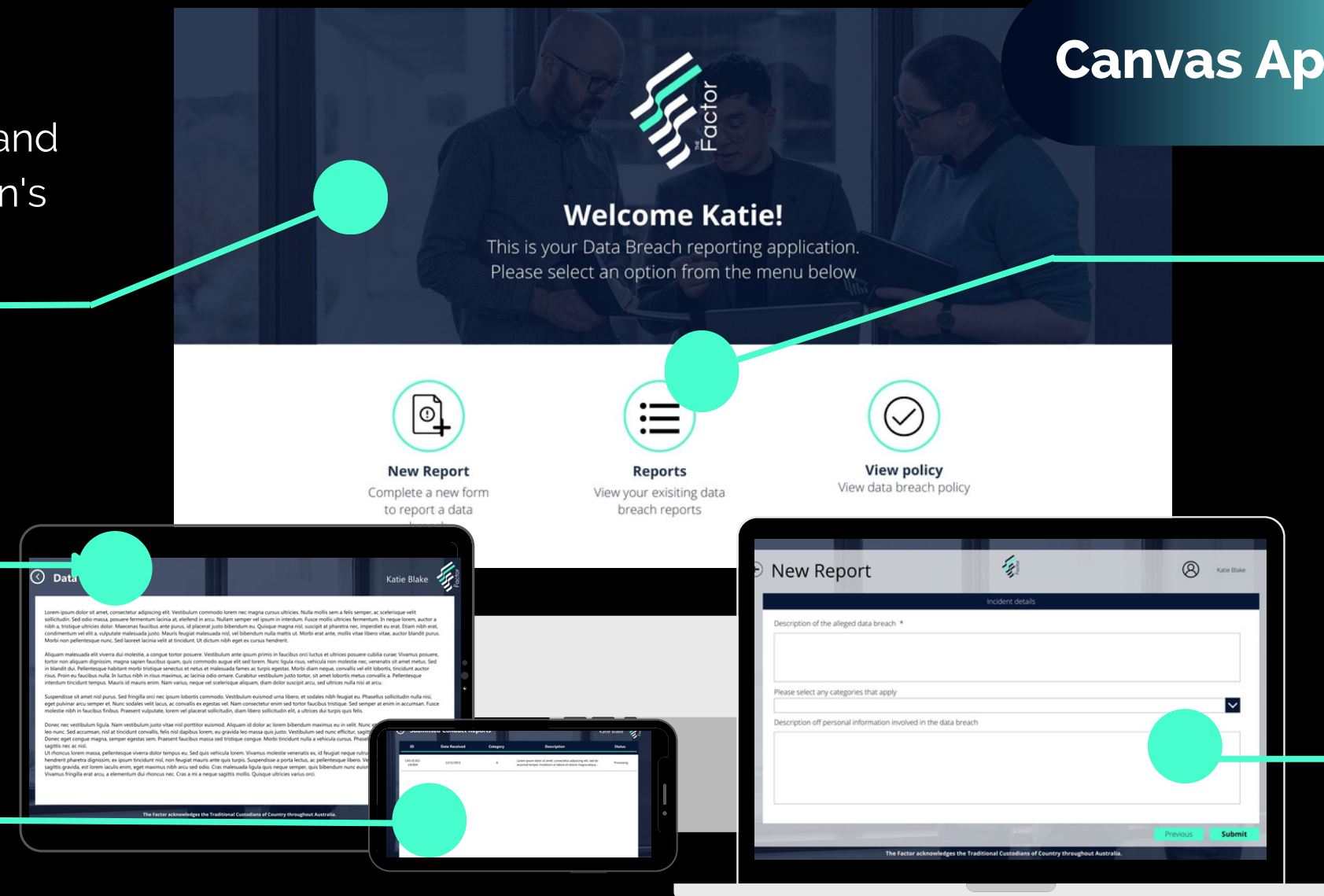
Date breach policy is accessible and up-to-date.

Admins are automatically notified of potential data breach threats.

Canvas App

Access status of current and past reports.

Digitally lodge a data breach report with space to include important details, making it easier for authorities to track and understand the severity of the situation.





Fraud Reporting

Create fraud reports, view fraud policy, and stores/views previous reports.

Challenge

Potential security problems based on a lack of standard protocols for reporting on and responding to fraudulent activity.

Key Features

App is accessible on all devices and customisable to your organisation's logo, brand colours, and assets.

Fraud policy is accessible and up-to-date.

Admins are automatically notified of potential fraud threats.

Canvas App

Welcome Katie!

This is your Fraud Reporting application.
Please select an option from the menu below.



Report Fraud
Fraud reporting
submission form page



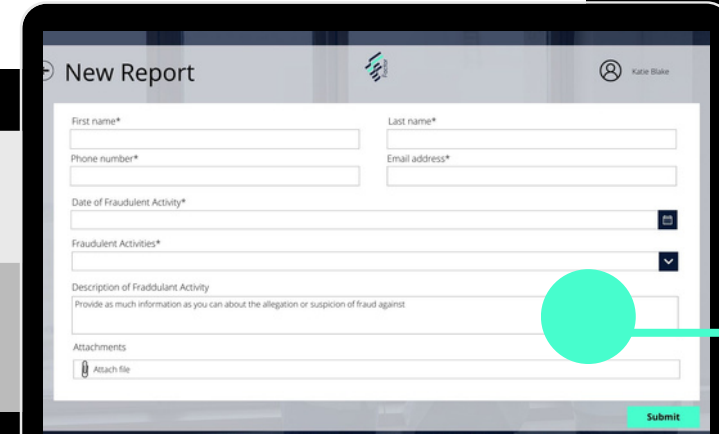
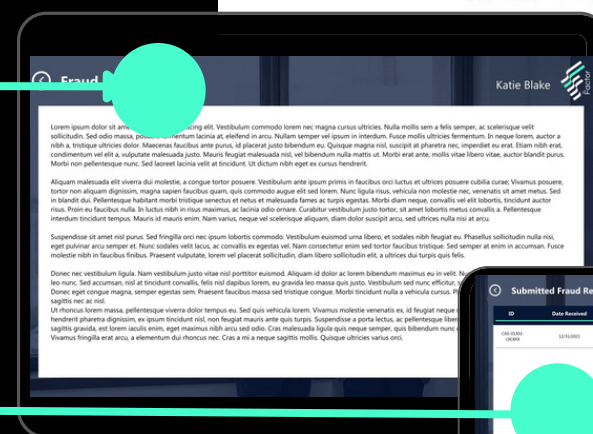
Submitted Reports
View your submitted reports



View policy
View fraud policy

Access status of current and past reports.

Digitally lodge a fraud report with space to include important details, making it easier for authorities to track and understand the severity of the situation.





Code of Conduct

Declare breaches to your organisation's Code of Conduct with confidence and peace of mind

Challenge

Employees don't understand when, where, and how to disclose a breach in conduct. They may also not provide the information if they feel it is a risk to themselves and their safety.

Key Features

App is accessible on all devices and customisable to your organisation's logo, brand colours, and assets.

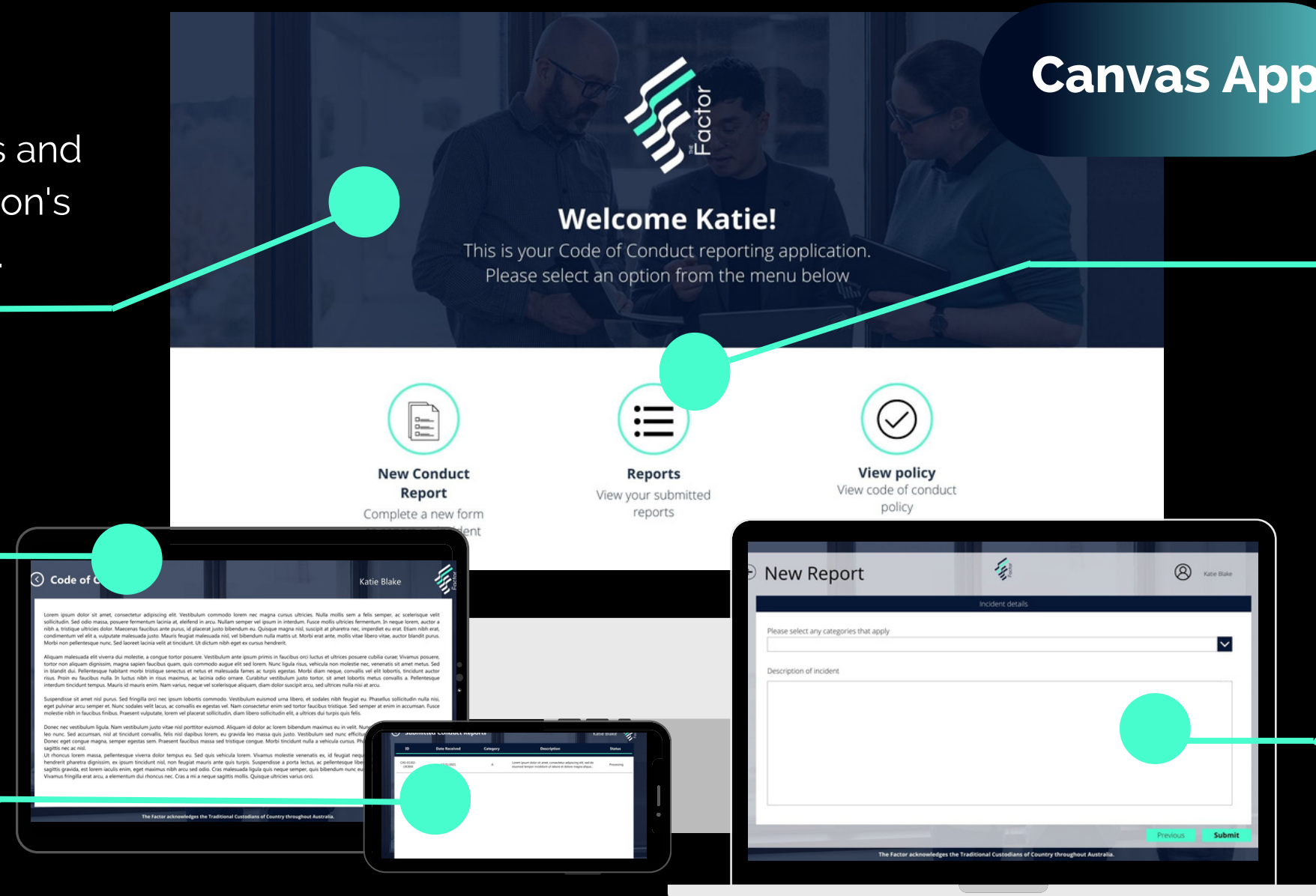
Code of Conduct policy is accessible and up-to-date.

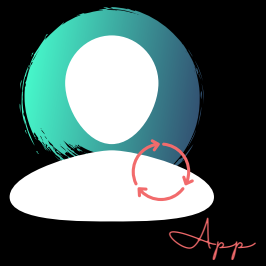
Admins are automatically notified of potential code of conduct breaches.

Canvas App

Access status of current and past reports.

Digitally lodge a COD report with space to include important details, making it easier for authorities to track and understand the severity of the situation.





Employee Hub: Landing Page

A personalised dashboard that centralises all your important corporate business applications and allows you to keep track of your professional goals, important information, and performance discussions in one place.

Challenge

Disparate and, often, manual systems and processes to access employee life cycle information can increase workforce turnover in addition to negative onboarding and employee experience.

Key Features

Buttons to external links such as organisation's website and socials

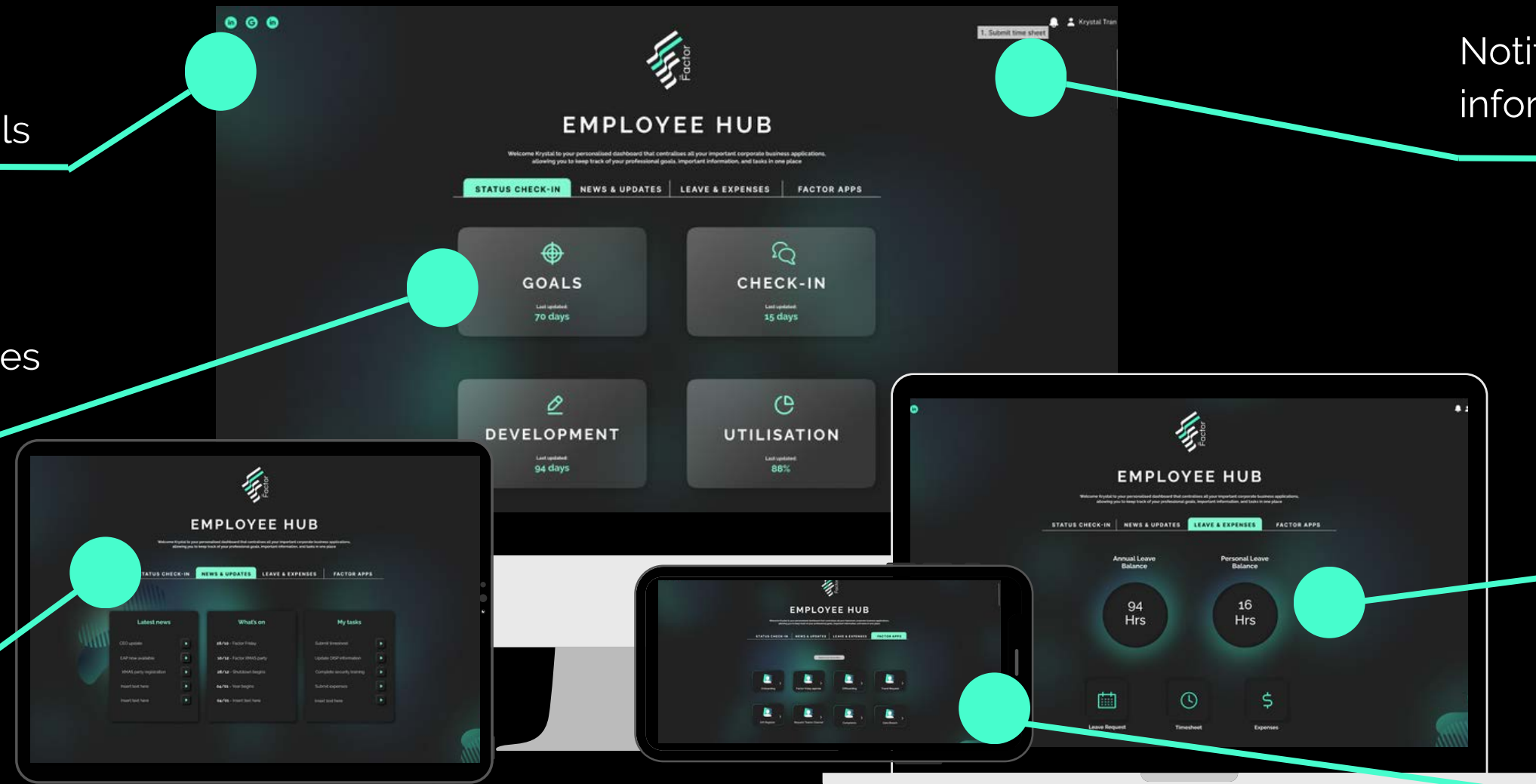
Know your employee stats at a glance. Goals, check-in, development and utilisation scores are easy to see and access.

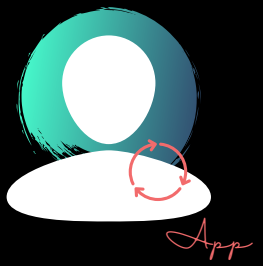
Keep up-to-date on organisation-related news, events and tasks

Notifications centre for important information and actionable tasks.

Easily check your annual and personal leave balances. Also, access related apps such as leave request, timesheet, and expenses in one place.

Customisable menu of favourite Factor Apps





Employee Hub: Performance

A personalised dashboard that centralises all your important corporate business applications and allows you to keep track of your professional goals, important information, and performance discussions in one place.

Challenge

Hard to track employee performance records, as systems are often manual and disparate between departments.

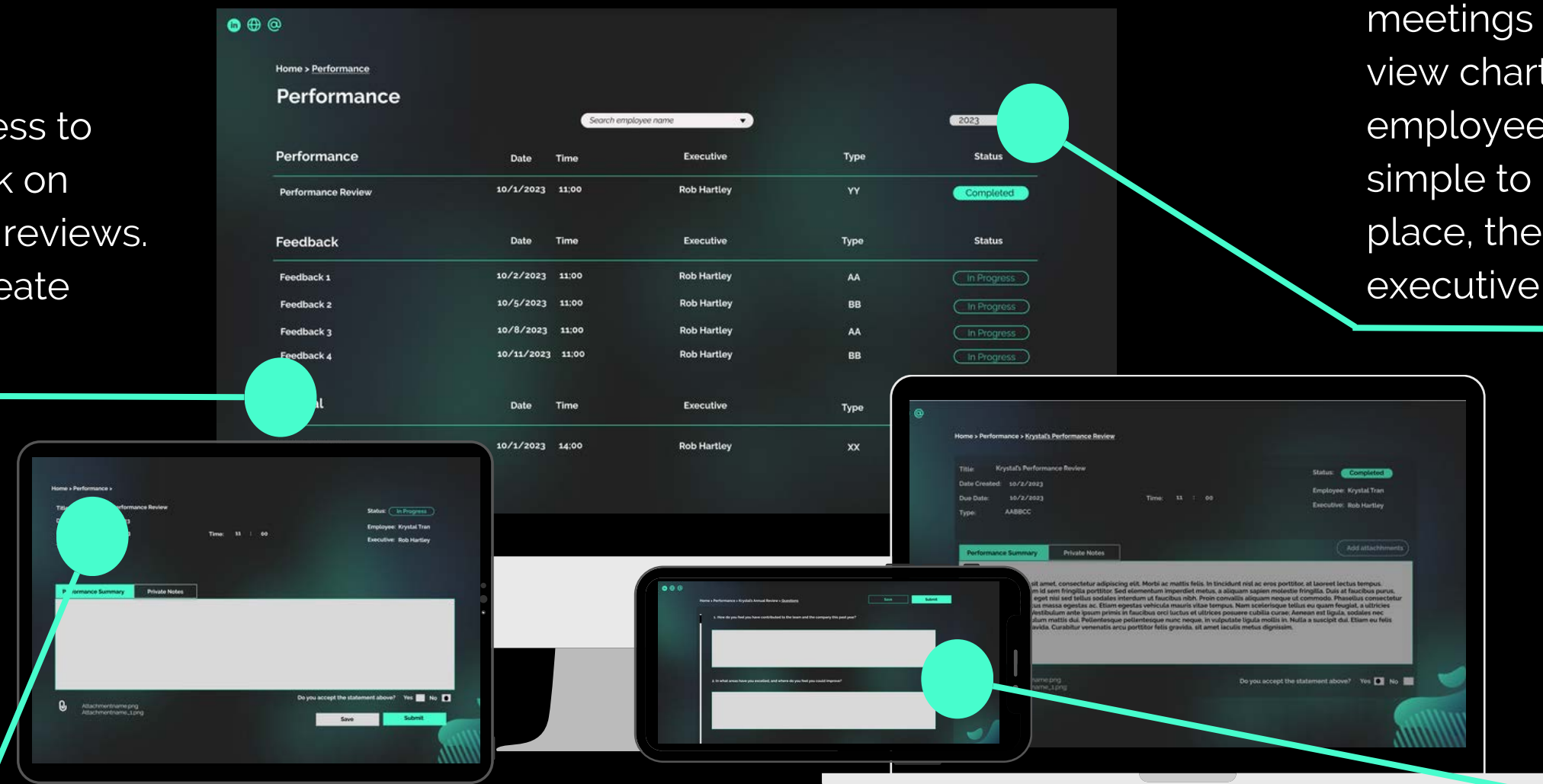
Key Features

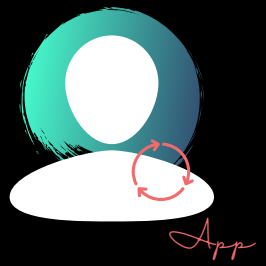
Executives/managers have access to view, track and provide feedback on their subordinates' performance reviews. They have exclusive ability to create performance-related meetings.

Feedback can be stored for future reference and categorised as either positive or negative. There is a public notes section and a private notes section. You can also attach documents for proof.

Performance, feedback and annual meetings are displayed in an easy-to-view chart and organised by year & employee. Overarching headings make it simple to know when meetings will take place, the status, the type, and the executive assigned.

Annual review questions are automatically generated with space underneath to include answers.





Employee Hub: Check-ins

A personalised dashboard that centralises all your important corporate business applications and allows you to keep track of your professional goals, important information, and performance discussions in one place

Challenge

Hard to track records of employee quarterly check-ins and ad-hoc meetings, as systems are often manual and disparate between departments.

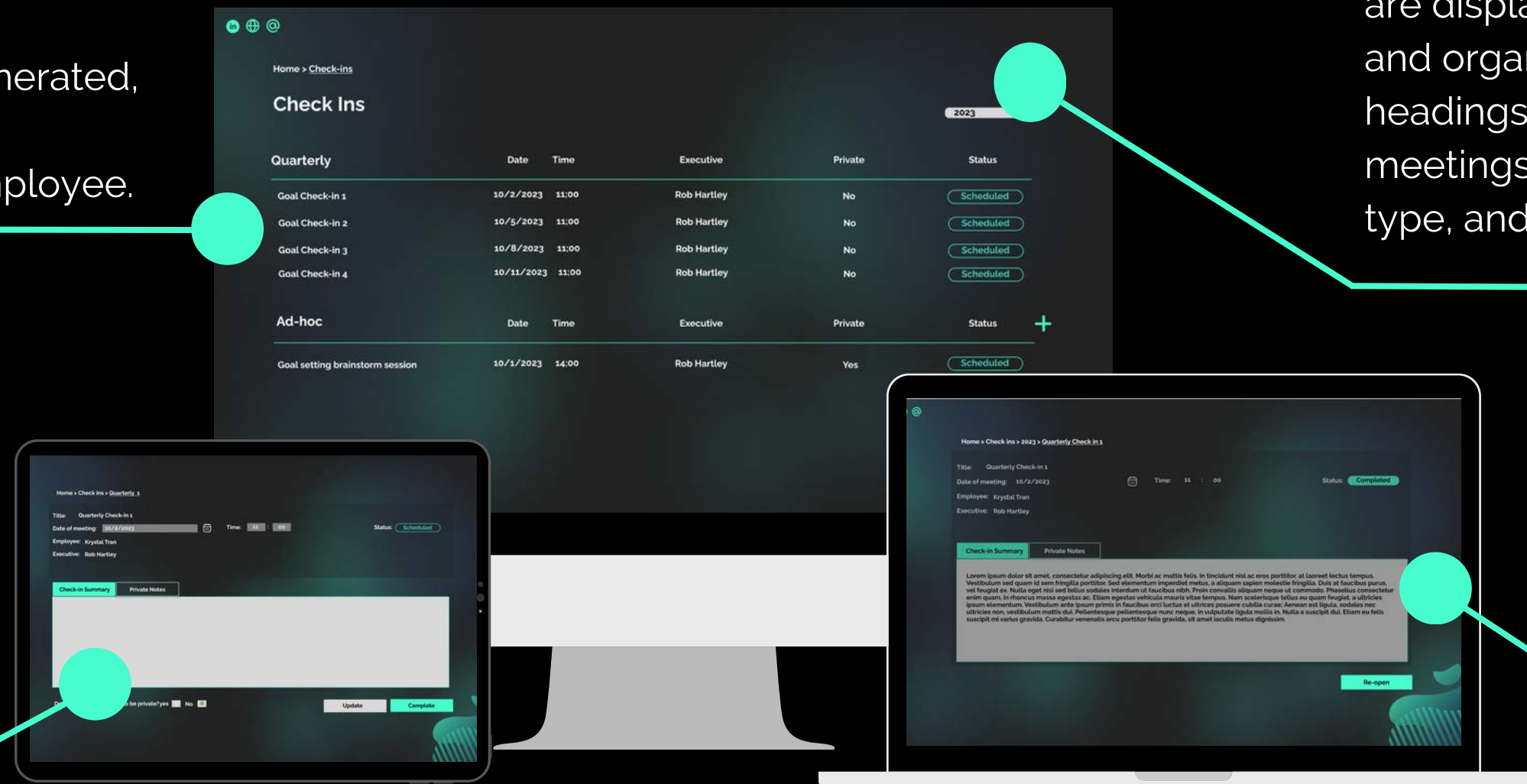
Key Features

Quarterly check-ins are autogenerated, whilst ad-hoc meetings can be scheduled by either exec or employee.

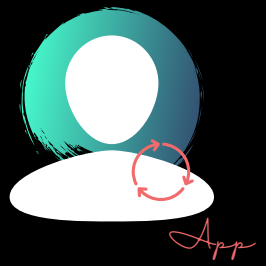
Notes pertaining to meeting are stored for future reference and categorised. There is a public notes section and a private notes section. You can also indicate whether meeting is private or public.

Quarterly check-in and ad-hoc meetings are displayed in an easy-to-view chart and organised by year. Overarching headings make it simple to know when meetings will take place, the status, the type, and the executive assigned.

Read-only display once meeting details have been filled in and submitted.



Home > Check-ins					
Check Ins					
2023					
Quarterly	Date	Time	Executive	Private	Status
Goal Check-in 1	10/2/2023	11:00	Rob Hartley	No	Scheduled
Goal Check-in 2	10/5/2023	11:00	Rob Hartley	No	Scheduled
Goal Check-in 3	10/8/2023	11:00	Rob Hartley	No	Scheduled
Goal Check-in 4	10/11/2023	11:00	Rob Hartley	No	Scheduled
Ad-hoc	Date	Time	Executive	Private	Status
Goal setting brainstorm session	10/1/2023	14:00	Rob Hartley	Yes	Scheduled



Employee Hub: Use Cases

A personalised dashboard that centralises all your important corporate business applications and allows you to keep track of your professional goals, important information, and performance discussions in one place

HR Manager



Setting up dashboard and managing onboarding

Employee



Access their personalised dashboard that centralises all important corporate business applications, allowing them to keep track of their professional goals, important information, and performance discussions in one place.

Manager

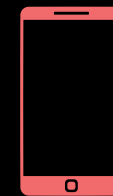


Manage check-ins, performance tracking, and discussions in one platform.



Questions?

We'd love to talk about
all things Factor Apps.



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