

# ISSUE MANAGEMENT PLATFORM

From the issue identification, to its orderly management, up to its resolution

# REPLY





**Cluster Reply creates Business Applications based on Microsoft technology and the Data/AI and Collaboration applications connected to them.**



# INDUSTRIES

MANUFACTURING  
AUTOMOTIVE



Competence, Methodology  
& Experience

FINANCE &  
INSURANCE



International projects  
& global presence

RETAIL  
CONSUMER GOODS



Vertical solutions  
& integration

UTILITY MEDIA  
CONSTRUCTION



Leveraging on Reply  
Network

HEALTHCARE





# Winner Microsoft Partner of the Year

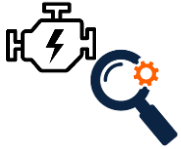
Italy



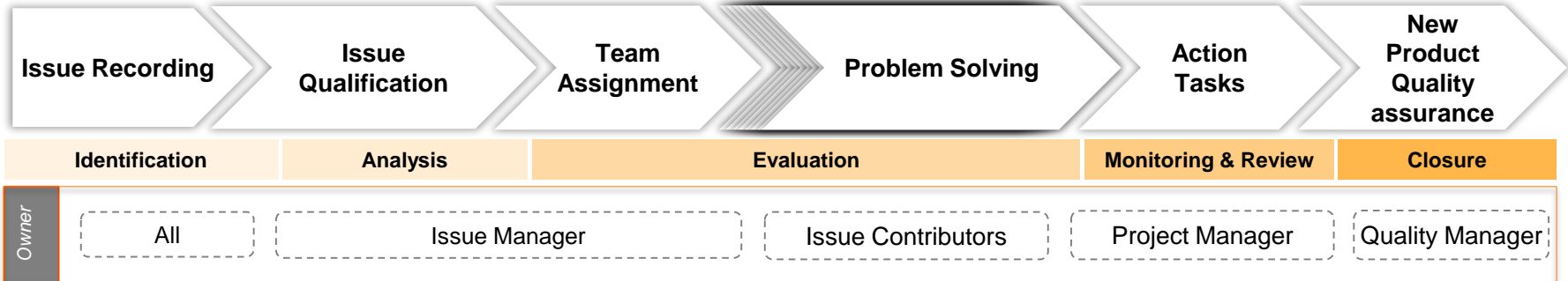


2020/2021  
**INNERCIRCLE**  
*for Microsoft Business Applications*

# BUSINESS SCENARIO



- D1 CREATE A TEAM
- D2 DEFINE AND DESCRIBE THE PROBLEM
- D3 CONTAIN THE PROBLEM
- D4 IDENTIFY, DESCRIBE, AND VERIFY ROOT CAUSES
- D5 CHOOSE CORRECTIVE ACTIONS
- D6 IMPLEMENT AND VALIDATE CORRECTIVE ACTIONS
- D7 PREVENT RECURRENCE
- D8 ACKNOWLEDGE AND CONGRATULATE YOUR TEAM



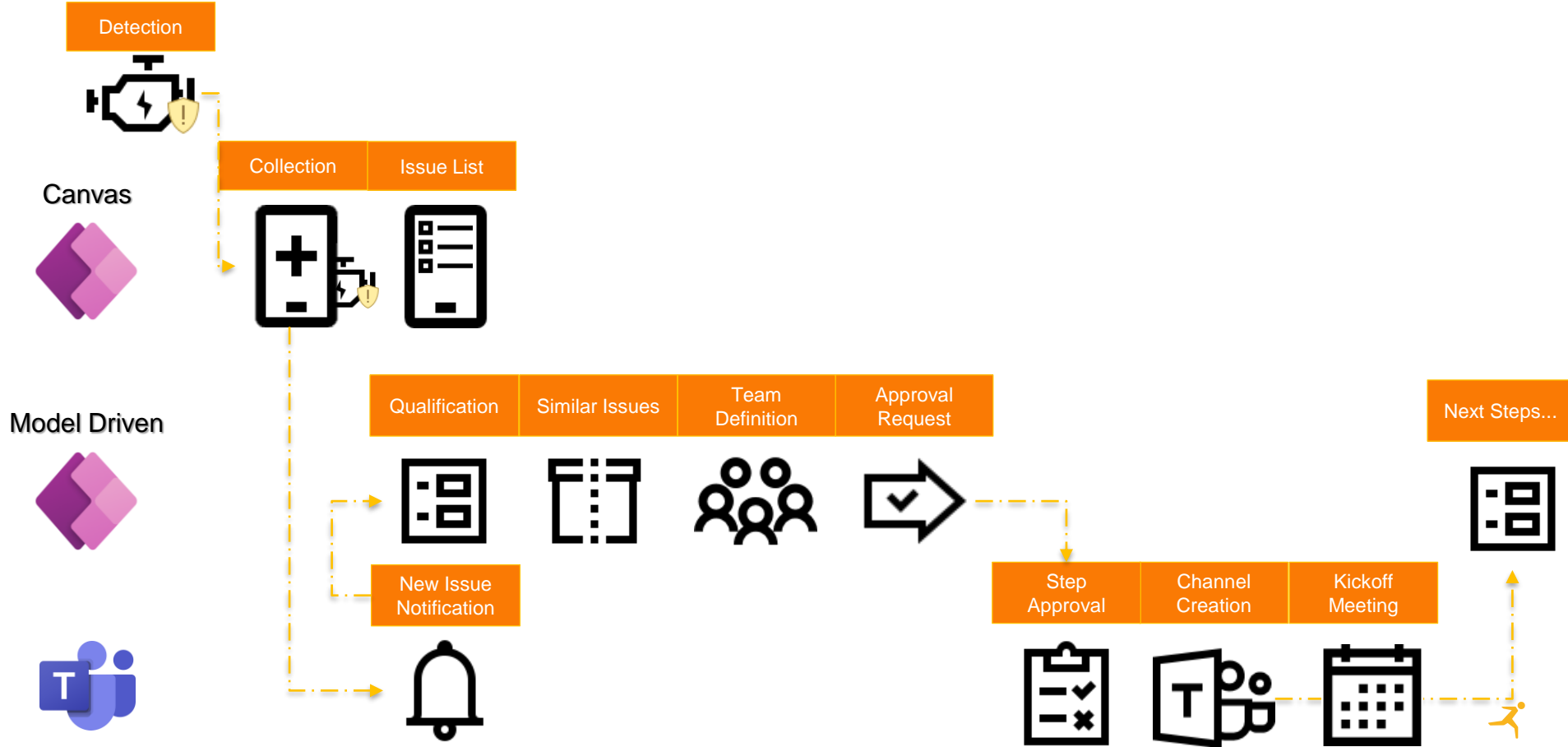
# BUSINESS NEEDS

- 1 Rapidly identify and track issues:** give to any possible stakeholder (field testers, developers, project owners, quality responsible) a smart and easy tool to collect the issues
- 2 Manage the issue resolution process:** build a back-office tool to guide the team through the steps of issue management, with approval milestones
- 3 Collaborate with the resolution team:** have a central and friendly platform where all the stakeholders have a centralized view of the ongoing processes





# JOURNEY



# BENEFITS

- 1 The PowerApps Canvas app provides an **easy-to-use and fast tool** to involve the highest number of stakeholders in the process of **issue collection**
- 2 The PowerApps Model Driven app provides a **modern, dynamic and scalable backend** tool to keep track of the issue resolution process and to **orchestrate** the accountability of the 8D steps
- 3 Using Teams as a Platform, all the stakeholders **collaborate and are notified on the same company's tool** they already use for their day-by-day activities, without the need of switching the context





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