



Support Central

A Citizen Developer Platform

Low-code platform enables citizen developers to build applications quickly

Challenge

- Businesses face a shortage of software engineers and need the ability to quickly make non-technical business users productive across the digital landscape.
- Customers are actively looking for IT solutions but face increasing backlogs and wait times to deliver custom apps for their organizations.
- Customers are looking to replace existing solutions that are now obsolete and reduce IT costs related to infrastructure and security.

Industry: Manufacturing, automotive, and life sciences

Location: Global

Technology and services:

Public cloud: Microsoft Azure.

Open source stack: Java, Spring Framework, React, Kubernetes, PostgreSQL, Redis



Solution

SupportCentral, a low-code platform, is designed to empower any business user with a suite of tools to build robust applications quickly – up and running in production in minutes.

- **Business process automation:** Customers can create apps using our robust low-code Form and Workflow engine to create optimized versions of their digital work and automatically feed data back to their internal systems using integrations. External surveys can be deployed in minutes to help businesses react to user sentiment in real time.
- **Content management:** Solutions often require content management using a web portal with document management. Our Sites tool with Document Management easily creates intricate internal sites that are easily shared across the organization.
- **Reporting and integrations:** The last mile of any process is always reporting and monitoring. Leveraging our low-code chart capability, users can easily create real-time reports with multiple chart types out of the box and use integrations to complement any solution by moving data, either transactionally or in bulk, with other systems and ERPs. They can also trigger events by calling a REST API in real time when a manager approves a request.

Result

- Capgemini helped customers leverage forms and workflows to process over 30 million digital transactions where someone had to take at least one action in the month of July 2023.
- At a manufacturing group, shop floor operations are moved into SupportCentral with a cost out of over \$500,000 in other vendor software which could not be customized as per the requirements.
- At an energy sector client, a customer chose to build a solution on SupportCentral over another competing tools for sentiment analysis. The client is currently saving \$100,000 per year by moving customer sentiments and surveys.



Venkata Achanti

Vice President, Microsoft Azure Practice Leader, C&CA Support Central Offer Leader

Email: venkata.achanti@capgemini.com



Leon Cutler

Support Central Offer – Chief Product Architect

Email: leon.a.cutler@capgemini.com

About Capgemini

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