6 Must-Read
Low-Code Innovation Stories

Based on the winners of OutSystems 2019 Innovation Awards program

DO iT LEAN
TECHNOLOGY YOU CAN LEAN ON

A lot has been said about the power of low-code to help IT departments achieve their company's digital transformation and innovation initiatives. This e-book will share the stories of six organizations that are proving that the speed and efficiency gains of low-code is critical to win in this unprecedented times of digital development coupled with technology skills shortage.

These six innovation stories are from companies in different industries that have been recognized by winning an OutSystems Innovation award. What they have in common is that they used OutSystems low-code platform in combination with Do iT Lean's services to created innovative business solutions that were designed to provide exceptional user experiences and drive better business outcomes.

We invite you to read this e-book and learn more about how **BRI Security, Chevron, Ortho-Banc, Powerhouse Retail, Shawcor and Wayne Brothers** all delivered new applications to help transform the way they do business while leveraging low-code to get to market faster while using less technical resources.

OutSystems Innovation Awards

The OutSystems Global Low-Code Innovation Awards program runs once a year and recognizes organizations that successfully use their low-code platform to drive innovation and digitally transform their businesses. The program **recognizes, honors, and celebrates** the organizations and their partners that are using OutSystems to make IT dramatically more proactive, productive and essential to creating business value and drive innovation.

In 2019, OutSystems honored the 2019 Low-Code Innovation Awards recipients at its NextStep users conference series held in Denver and Amsterdam. Winners were named from the Americas, EMEA, and APAC regions and represent a wide variety of industries and **innovative low-code use cases**.

The winners distinguished themselves in their respective categories, displaying unmatched innovation using the OutSystems platform.

Learn more about the program and read the OutSystems 2019 award winners announcement press release **here**.

1. BOSS

Industry: Security Services
Winning Category: Best Digital Transformation
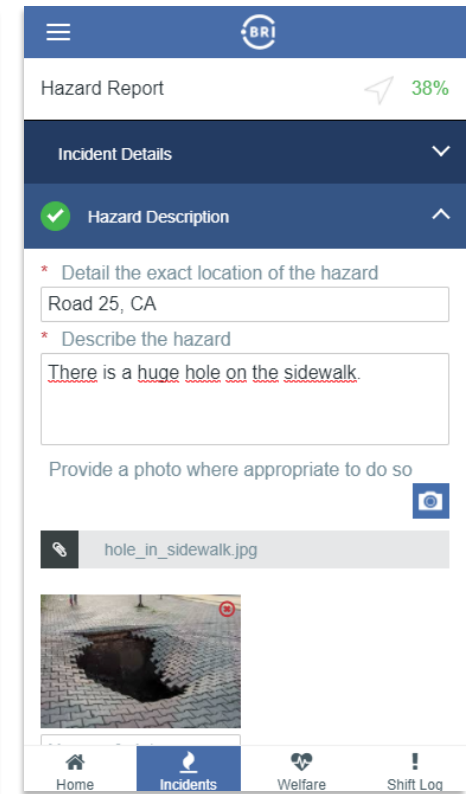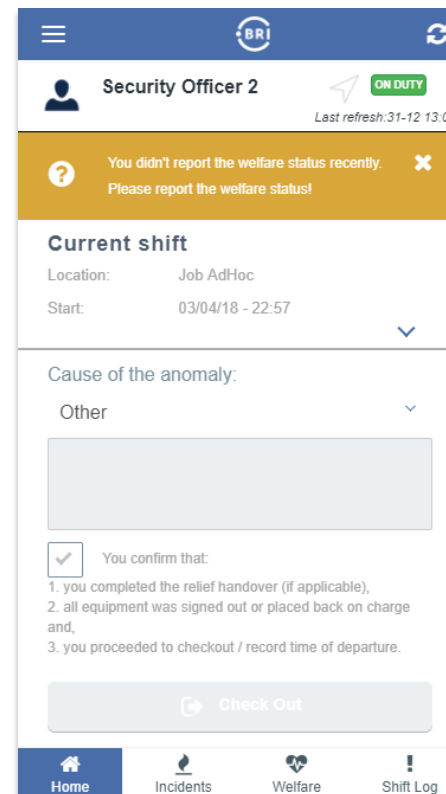
BRI**SECURITY**
Securing Your World

A Certis Company

Problem:

Business Risks International Pty Limited (BRI Security) is a specialist corporate risk management and security services organization headquartered in Australia. With the business growing and the plans to expand to larger enterprises, BRI Security needed to digitally transform its operations and automate the full lifecycle of rostering to invoicing. The manual reporting and manual processes to capture incidents, occurrences, and time and attendance of security officers were inefficient, prone to errors, time consuming, and essentially were blocking BRI's business growth.

Project:

BRI Operational Support System (BOSS) is an omnichannel application used by field operatives, BRI operations and end customers. The BOSS field services mobile app is used by field operatives to receive job information, record observations, attach pictures, log their breaks, do 'welfare checks' and more - all on their mobile devices. BOSS also

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1. BOSS (cont)

Innovation Award **Winner**
outsystems

Industry: Security Services
Winning Category: Best Digital Transformation

BRISECURITY
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automatically compiles a full report when each operative completes a shift. And, the company's clients then receive these reports instantly. And what's more, they can access the data collected in BOSS from their customer portal, monitoring the activity of their contracted staff in real-time through geolocation, push notifications, and multiple data visualizations.

Finally, the BOSS operations portal allows BRI Security to view automated, accurate information from its clients. And with that data, it's easy for them to minimize administration, customize their service delivery and optimize patrol patterns for a client from one night to the next.

Metrics:

- 3 months to go live
- 4 developers
- 4500+ users
- 5x faster than a traditional development approach. Especially when considering the integration challenges and offline needs

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1. BOSS (cont)

Industry: Security Services
Winning Category: Best Digital Transformation

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Benefits:

BOSS allows BRI Security to reposition itself as a provider of customized ROI-maximized security services where customers effectively benefit from additional transparency, automatic reporting (time and attendance, incidents and occurrences), and unified experience. After deepening BRI's relationship with its largest client, BRI Security has rolled out BOSS to more companies, and now the app is widely delivering:

· Error reduction by design: Minimizing data entry errors and automatically identifies exceptions
· Lower costs: Eliminating handwritten forms and saving the equivalent of four full-time roles for BRI Security alone
· Valuable transparency: allowing managers to collaborate on current data to improve service efficiency and performance

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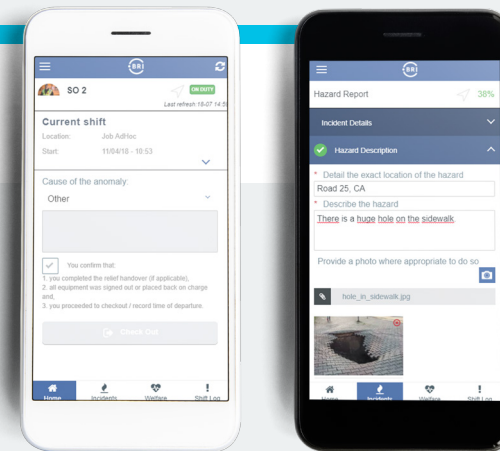
Do iT Lean understood our specific challenges and have always supported us in leveraging the power of the OutSystems platform to deliver a solution that is exactly what we aspired. Their availability, skills, responsiveness and commitment were decisive for the success of this project and are the basis for future collaborations. Thanks to our close partnership, our business is stronger, our clients are happier, and our team is more motivated and productive than ever. "

Ying Loong Lee,
Technology Director at BRI Security

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2. PadLife Project

Innovation Award **Winner**
outsystems

Industry: Oil & Gas
Winning Category: Most Innovative Industry Solution

Problem:

Chevron needed an improved way to view performance data for the development of drilling pads in its Canadian business unit. It needed a better way to see a mix of data for each pad from several internal systems while not losing sight of the high-level status and needs. In addition, it wanted a single tool to keep track of tasks and the ability to alert cross-functional team members when their input was needed.

Project:

PadLife is a web-based application that provides operational views across the lifecycle of drilling pads in Chevron's Canadian business unit (hence the name "PadLife").
The application has a high-level view showing each pad by stage, an integration with ESRI for project mapping and a detailed view that shows information from several internal applications where financial and operational data is stored. PadLife also has a dashboard that aggregates metrics from all pads into a set of global performance indicators. In addition, an automated notification system connected with individual task list alerts team members when the project has changed, and their attention is required.


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2. PadLife Project (cont)

Innovation Award **Winner**
outsystems

Industry: Oil & Gas
Winning Category: Most Innovative Industry Solution

Metrics:

The benefits of PadLife cannot be pinpointed to a specific metric or money saved. PadLife helps Chevron reduce duplication of reporting efforts. By aggregating data from more than 10 internal systems of record, it improves searchability of cross-functional data, and promotes communication across different functions and service groups. PadLife will be opened to over 200 end users and provide data on more than 40 pads. By making the drilling pad performance and status visible to everyone in the project, it improves collaboration and breaks down silos, which helps with timely and effective decision making.

Benefits:

PadLife helps Chevron reduce duplication of reporting efforts, consolidate and improve searchability of cross-functional data, and promote communication across different functions and service groups. By making the drilling pad performance and status visible to everyone in the project, it improves collaboration and breaks down silos, which helps with timely and effective decision making.

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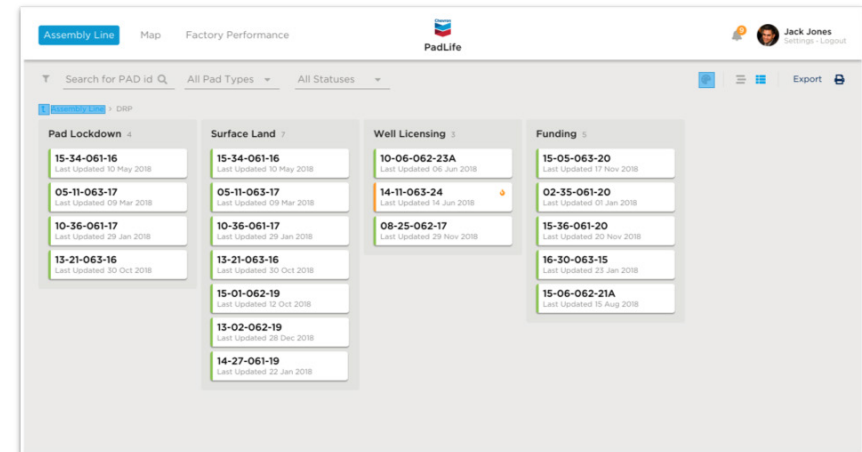
The OutSystems platform has enabled the rapid delivery of a solution that integrates a process, managed across multiple individual systems, into a single workstream that contextualizes performance. Using Do iT Lean has enabled us to accelerate development and leverage the platform to its full potential, which has resulted in a better overall customer experience."

Lawrence Benson, Product Line Manager at Chevron

3. IMaxX Insurance Optimizer

Industry: Services (SAAS Vendor)
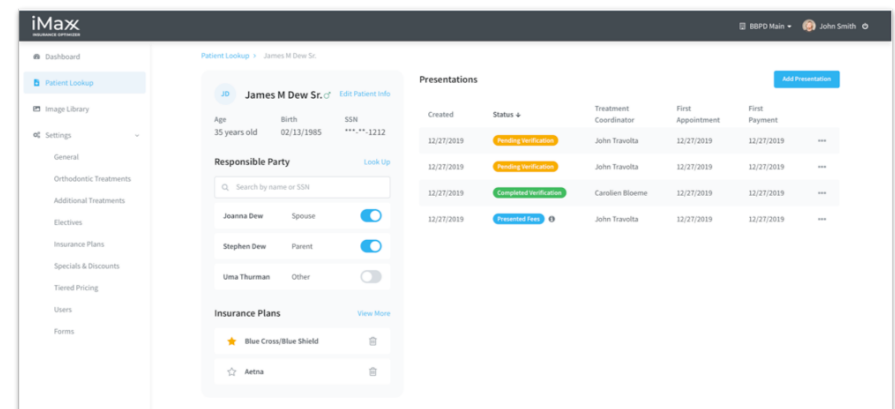**Winning Category:** Fastest Time to Market

Ortho | Banc

Problem:

In an increasingly competitive market, OrthoBanc continually searches for ways to drive innovation and deliver more value to its customers. Enter Tina Byrne, a nationally known expert on orthodontic insurance claims processing and practical solutions that maximize practice productivity and profitability. When Ms. Byrne approached OrthoBanc to collaborate on a new product that incorporates her knowledge of the orthodontic insurance industry into the OrthoBanc product line, they began evaluating better ways to update their legacy portfolio and deliver this new cutting-edge product. Their challenge was that the new iMaxX Insurance Optimizer product would have to be integrated with their existing legacy solutions and be crafted in such a way as to support a slow legacy transformation. To compound the problem, their legacy. Net portfolio had a two-mile long backlog with only a half-mile of resources of the current. Net development team. Making matters worse, iMaxX Insurance Optimizer also had a very tight deadline, as OrthoBanc's marketing team wanted a demonstrable version of the new product for a major industry trade show in early May 2019.

Project:

After evaluating several of the leading low-code providers, OrthoBanc selected OutSystems' low-code platform as their solution of choice. They immediately trained their personnel, but quickly realized that the timeline for delivering a demonstrable version of the new iMaxX Insurance Optimizer product was too tight without experienced OutSystems developers. Thus, OrthoBanc selected OutSystems' Partner, Do iT Lean, to provide the expertise to rapidly deliver this first solution.

3. IMaxX Insurance Optimizer (cont)

Innovation Award **Winner**
outsystems

Industry: Services (SAAS Vendor)
Winning Category: Fastest Time to Market

Ortho|Banc

The Do iT Lean team estimated a 10-week effort to get a demonstrable version ready for the May trade show and another 6 weeks to fully deliver the MVP requirements with a team of 3 developers. The multi-tenant iMaxX Insurance Optimizer application provides an accurate and effortless process to maximize in-network fee allowances by organizing and unbundling insurance codes, resulting in increased revenue for the practice and an efficient, welcomed approach to treatment planning from insurance verification to fee presentation for the orthodontic team. It allows orthodontic practices to easily set up treatment plans and payment options for their patients and calculates the estimated insurance reimbursement based on the patient's individual insurance offering and customized treatment plan. The application streamlines the necessary paperwork for patients by automatically generating tailor-made forms with pre-filled information. In addition, iMaxX Insurance Optimizer includes a management Dashboard that allows each practice to view overall statistics and track their KPIs at multiple levels.

Metrics:
Do iT Lean spent a week on-site with the OrthoBanc team and a week in the office flushing out the sprint plan and the feature set for the May demonstration version. Working closely with OrthoBanc's team, the demo version was ready at the end of April 2019 after four development sprints, to assure a solid performance at the trade show, the team decided to add one week to the original plan in order to stabilize the demo version during the first week of May.

3. IMaxX Insurance Optimizer (cont)

Industry: Services (SAAS Vendor)
Winning Category: Fastest Time to Market

Ortho | Banc

While the marketing team successfully introduced the iMaxX Insurance Optimizer to the market, Do iT Lean completed the MVP functionality. Since the project was efficiently moving on schedule, OrthoBanc decided to pull several post MVP features forward into the MVP project plan, adding an additional three sprints to the original timeline along with one week of bug fixing for the demo version. Thus at the end of July 2019, the team was ready for the final go-live sprint and support of the Insurance Optimizer implementation to OrthoBanc's first set of beta customers. OrthoBanc will market this product to its existing customer base of 1500 orthodontic providers, and has the opportunity to reach over 10,000 providers nationwide.

Benefits:
There was a desperate need in the orthodontic industry for a tool that could streamline the task of aligning office fees to insurance carrier allowances, all while factoring in the many rules and exclusions that lie within patient benefit plans. With such a tool, human error can be greatly reduced, and many orthodontic

practices will realize hundreds of thousands of dollars in additional revenue each year. The new iMaxX Insurance Optimizer product is the first of its kind in the industry maximizing their insurance revenue. The end result impacts not only our clients but their patients as well.

> " Do iT Lean helped us get the most out of our OutSystems investment by hitting a very aggressive timeline for the iMaxX Insurance Optimizer product. With this first success under our belt, we have great momentum with OutSystems and look forward to Do iT Lean helping us continue with our legacy transformation efforts."

Byron Nash,
Chief Information Technology Officer at OrthoBanc

4. Manpower

Industry: Services
Winning Category: Best Digital Transformation

!POWERHOUSE

Problem:

Starting from humble beginnings, Powerhouse Retail has continued to grow and expand its service offerings across North America. This rapid growth and expansion has put severe stress on their internal processes and systems. In early 2019 they hired a new technology leader to help them transform many of their manual process by leveraging highly efficient, technology driven solutions. The overall transformation was planned in major phases starting with an upgrade to their ERP platform and identifying process areas where custom software could drive efficiency and provide the most value to the business. The challenge with this phased approach is that the new applications areas had to be planned to work with elements of the legacy solutions while the overall transformation was in progress.

Project:

Working in parallel, the Powerhouse team focused on the best approach to upgrade their current ERP solution and the technology to help them deliver custom capabilities for those processes which were unique to the way they worked. They decided to take a

low-code approach to custom development and selected. From there they selected OutSystems' Partner, Do iT Lean to assist with the analysis, design and implementation of custom software. Working closely with Do iT Lean, Powerhouse designed a new set of features to automate many of the manual task associated with scheduling resources for projects around the country. This included an automated quoting process, an online employee evaluation capability and the ability to set up travel for resources. To simplify the scheduling and travel for each employee a mobile app was built so project and travel information was at each employee's fingertips.

4. Manpower (cont)

Innovation Award **Winner**
outsystems

Industry: Services
Winning Category: Best Digital Transformation

POWERHOUSE

Metrics:

The new Manpower application was delivered in 15 weeks with 3.5 full time developers. The application is used to schedule all jobs and resources and has over 2,915 jobs and 1,071 individual employee schedule's active. The new travel functionality has streamlined the scheduling of airfares, rental cars and hotels and the new mobile app is used by over 170 field employees.

Benefits:

The new Manpower app has streamlined a lot of manual effort which had been done across multiple spread sheets and hundreds of monthly emails. The end result is a more efficient process and the ability to keep our 480 employees up to date on project requirements, job schedules, travel, etc. All through technology automation.

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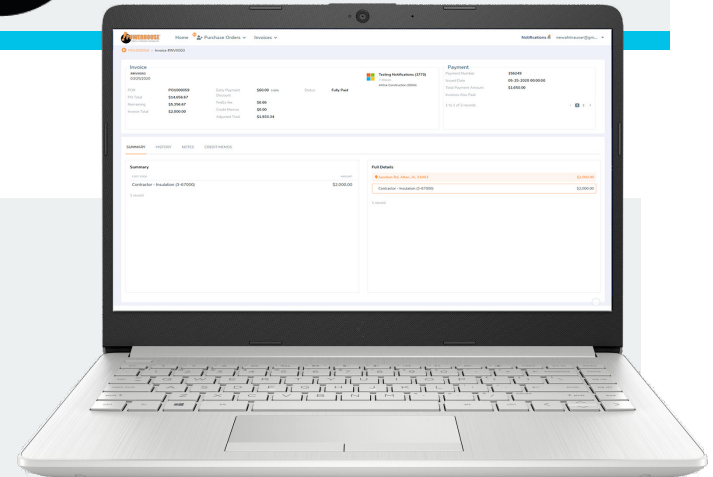
OutSystems low-code platform coupled with the experts from Do iT Lean provided the expertise and heavy lifting, to begin the process of delivering our vision of digital transformation to scale our business a reality. With the first phase of our development effort completed, we are moving on to other areas to improve efficiency through legacy systems replacement, integration, automation and workflow, while incorporating mobile capability throughout the architecture."

Rick Watson,
Senior Vice President Information Technology
at Powerhouse Retail Services

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5. iLINE Asset Manager

Industry: Oil & Gas
Winning Category: Legacy Modernization Award

SHAWCOR

Problem:

Shawcor's Oilfield Asset Management customers did not have an accurate and accessible account of their OCTG assets. This misplaced product caused part shortages, redundant orders, fulfillment delays, and worse yet – project delays. Likewise, Shawcor had set goals to drive new business models and new customer experiences via digital disruption and data visibility.

There was a legacy solution that was over 20 years old that was inaccurate due to manual data entry, disparate databases, and limited access. It had some of the right elements but fell short of delivering an accurate, user-friendly product.

Project:

Shawcor works side-by-side with its customers on projects and, as they observed these delays, they began the development of an asset tracking system that would not only meet these needs but also add functionality to improve project performance. The

new solution simplifies the management of customer inventory by streamlining receiving, inspection, repair, and shipping. It also provides a historian that establishes a database to track the long-term health of their pipe and cable assets.

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5. iLINE Asset Manager (cont)

Innovation Award **Winner**
outsystems

Industry: Oil & Gas
Winning Category: Legacy Modernization Award

SHAWCOR

iLINE Asset Manager was to be based on a modern architecture that included secure access, low-code development, universal connectivity bus, and enterprise applications.
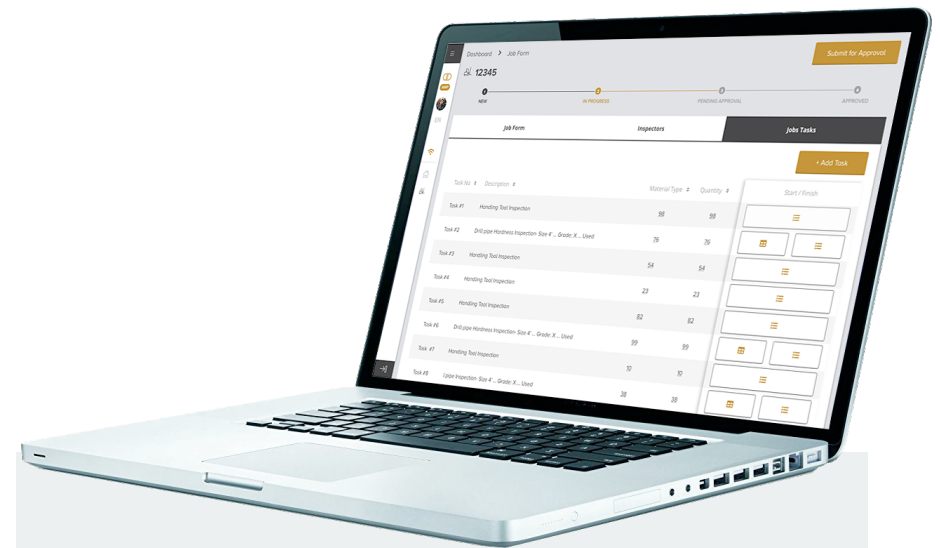
Metrics:
- 10 manufacturing sites supported
- 350+ internal & customer users
- 30+ customers

Benefits:
The customer can now digitally manage their assets from anywhere in the world to obtain:
- Accurate asset inventory
- Visibility of their asset locations
- Current and historical asset health data

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Replacing the old legacy system improved our operation and our customers project performance; a win-win project. Early feedback indicates customers are excited about additional reporting, integration, and historical tracking capabilities."

Henri Tausch,
Chief Operating Officer at Shawcor

6. WayneCore

Industry: Engineering and Construction
Winning Category: Best Use of Emerging Technology

Wayne Brothers
COMPANIES

Problem:

To stay competitive, Wayne Brothers has embraced the digital revolution with plans to revamp their systems to drive efficiency, customer engagement and future growth. Their strategy is centered on a mix of off-the-shelf software and custom development. By assessing areas where technology could provide the quickest benefit to their business a plan was put in place to move Wayne Brothers to the forefront of innovation in the Engineering and Construction market. For custom development, the strategy is based on the concept of delivering minimally viable products (MVP), then evolving them based on business use. Wayne Brothers leadership realized that their MVP strategy would require a very agile development approach and the best development and delivery platform available. They chose OutSystems low-code platform and Partner Do iT Lean to deliver on their vision. The initial delivery centered on building a flexible portal (WayneCore) to provide access to

all application resources across their employee base and suite of applications to streamline key business processes. The first applications area to address would focus on a better way to manage time and attendance across their workforce.

6. WayneCore (cont)

Industry: Engineering and Construction
Winning Category: Best Use of Emerging Technology

Wayne Brothers
COMPANIES

Project:

After evaluating the overall WayneCore portal strategy and building the core framework, add-in architecture and security access control mechanisms, the team focused on delivering a new cutting-edge approach to time and attendance using a mix of mobile and web solutions. Aligning with their corporate strategy, the new solution would integrate with the HR module of their enterprise ERP application and extend it to leverage Facial Recognition technology for the employee clock-in and clock-out process by using tablets placed in kiosk mode.

In addition to supporting clocking in and out, the mobile kiosk application would allow each worker to accurately allocate their time to appropriate project codes. Time Review, Time Approval and Payroll Time Audit sub-modules allow for an easy and streamlined workflow and integration with the existing HR solution.

6. WayneCore (cont)

Innovation
Award
Winner
outsystems

Industry: Engineering and Construction
Winning Category: Best Use of Emerging Technology

Wayne Brothers
COMPANIES

Metrics:

- 16 weeks to deliver WayneCore portal, time & attendance web functionality and mobile clock-in/clock-out using facial recognition
- 20 sites
- 550 users
- 30 facial recognition tablets

Benefits:

The new time and attendance capabilities simplify capturing detailed work allocation allowing Wayne Brothers to better allocate time and gain complete transparency of employee accountability in regards to attendance and hours reporting. In addition, it is eliminating a lot of manual work which is reducing errors and making the entire team more efficient.

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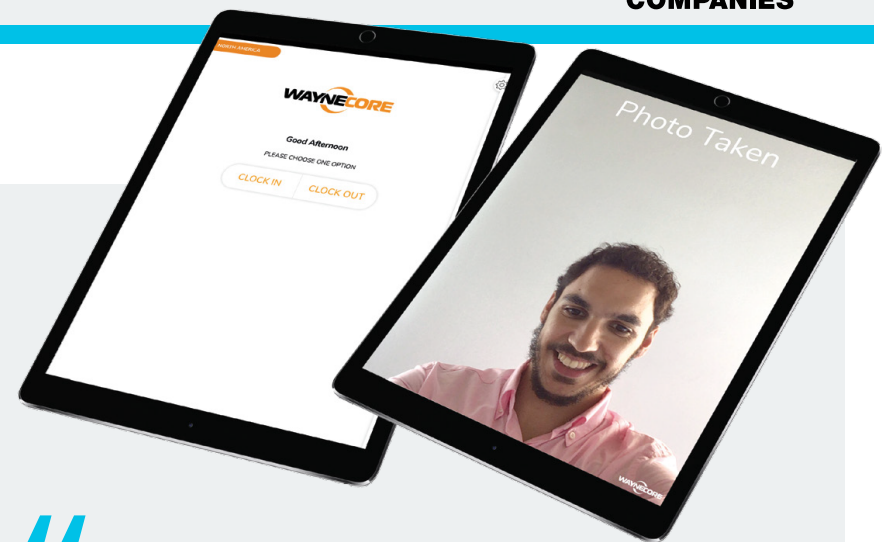
By leveraging Do iT Lean's agile approach and OutSystems' low-code platform we were able to take advantage of the latest technology to deliver an innovative approach to our time and attendance challenge.
We are looking forward to the next wave of new functionality to continue to streamline our operations and engage customers."

Daniel Wayne,
VP of Technology at Wayne Brothers Companies

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Ready to Win an Innovation Award?

By now you will have noticed that these six innovation stories have some things in common which lead to their success.

Each company has **digital leadership** which is driving their projects, technology approaches and even the partners they choose to help them on their journey. We find that this leadership is critical for success and requires individuals who are willing to risk making changes, moving faster than ever before in their companies and have the trust within their organization to embrace new, innovative approaches to solve business challenges and drive innovation.

The second important factor was the selection of OutSystems as their **low-code platform**. In each case, OutSystems proved it could support the required innovation, scale, security and user experience needed for the end solution.

The third factor was that each of these customers selected Do iT Lean as their partner to help them **navigate their low-code journey and maximize their investment** in OutSystems. Do iT Lean does this by working closely with each customer's digital leadership and by providing access to expertise around agile software delivery, user experience design and OutSystems development to deliver amazing applications.

Interested in meeting with a Do iT Lean expert?
Send us an email at learnmore@doitlean.com and we will schedule a meeting to discuss your specific project and help you understand if low-code is right for you.
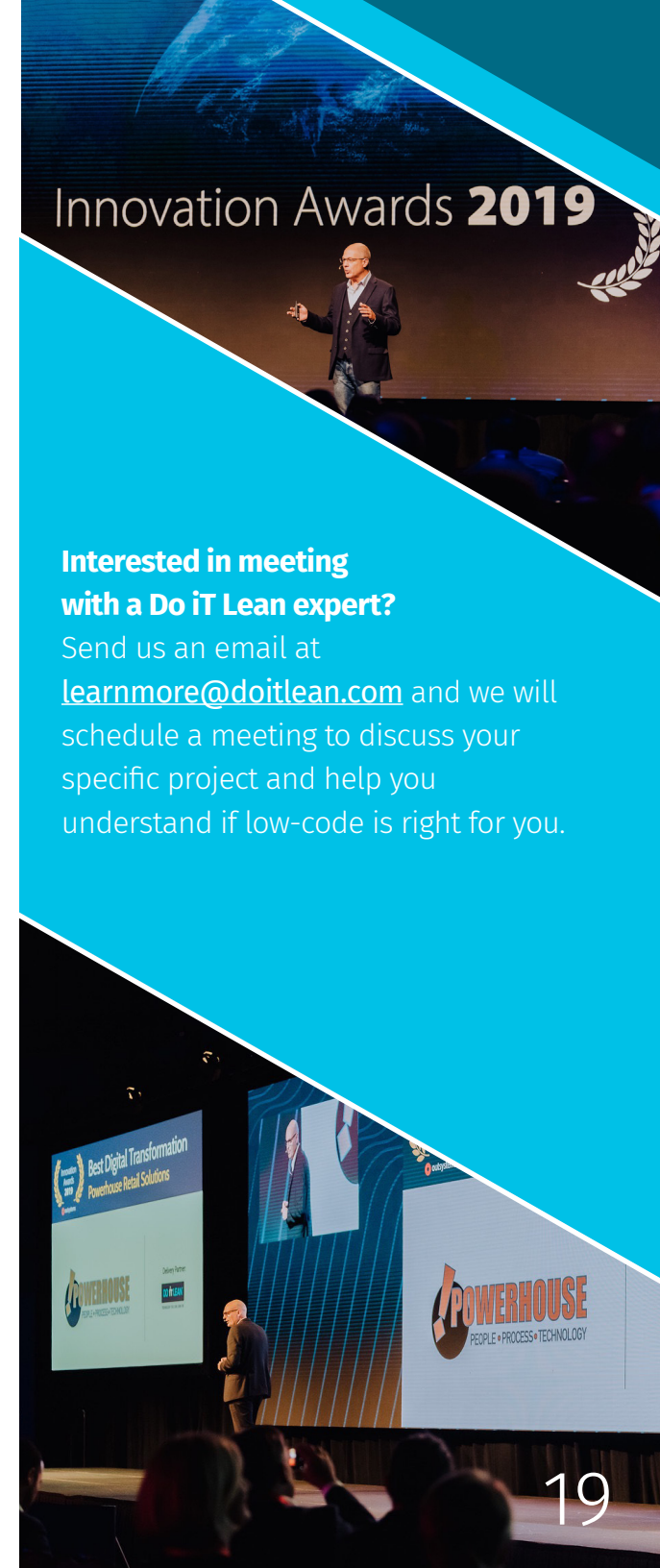
Do iT Lean is a services company dedicated to building web and mobile applications using OutSystems low-code platform. We are experts in agile delivery and believe in building lean solutions that bring immediate impact to your business. Serving customers all around the world our experts can help you maximize your investment in OutSystems.

DO iT LEAN™

TECHNOLOGY YOU CAN LEAN ON

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