

# SymVolli



## Background

**SymVolli** provides an innovative and flexible IT Business Management System, aimed at the SMB market which integrates all key functionality into a single system.

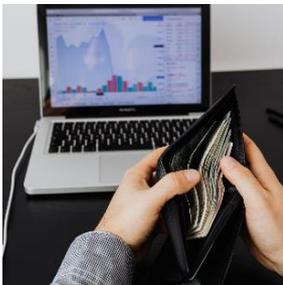
As part of its growing capability, **SymVolli** had asked an external development organisation to create an Events Management solution for one of their customers. It was quickly uncovered that the application did not meet **SymVolli**'s expectations, due to poor structure and missing capabilities throughout.

The app was lacking functionality from the ground up, with a failing database which was not fit for purpose nor following best practices. Additionally, certain elements of the application were unavailable to users, limiting their ability to carry out tasks, making the solution inefficient and counterintuitive.

With involvement from multiple parties, it was vital that a clear scope was defined, and communication was consistent throughout the project.

## Requirements

The original requirement for **eacs** for this project was to fix broken functionality and carry out cosmetic adjustments to the application, however on investigation, **eacs** peeled back the layers of the app to uncover issues which ran much deeper than just the functionality, right down to the database.



The requirements included:

- Troubleshooting the existing application to identify areas of improvement
- Creating a new relational database with correct levels of access granted throughout the app

- General improvements to the app's functionality, such as the ability to delete records
- Implementing built-in error handling to ensure data is correctly formatted before submitting to the database

## Solution

A new SQL database was created to build the much-needed relationships between the data tables. The key data was extracted from CSV files, and business keys were created for the individual tables before surfacing the cleansed data in the Power Apps front end. Stored procedures were created to handle the read/write operations to the database, giving end user's the functionality that was lacking originally. **eacs** recreated the connections to the new database from the Power Apps front-end and fixed issues with navigation and button functionality to start rebuilding the structure of the app.

Vigorous testing was carried out for the implementation of built-in error handling, and to confirm all elements of the app worked together smoothly.

## Outcome

**eacs** went above and beyond to overcome hurdles throughout the project and transformed the existing database and application in a pressurised time frame. Through teamwork and collaboration, all the requirements were effectively captured and implemented, resulting in satisfaction across all parties involved.

**eacs** are now looking ahead to working on Phase 2 of this project and continuing the Power Apps journey with **SymVolli** as new features and ideas are introduced.

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To understand more about how **eacs** can support and solve your pressing business issues, why not speak to one of our specialists by contacting us on **0800 8047 254**.