



## Helping Unity Water get the most out of Power Pages and Dynamics 365

*To assist solution roll out by streamlining user adoption through the Identification of key learning objectives by the End User and IT Teams. Implementing a user upskilling strategy that identifies and targets end-user and technical team knowledge gaps. Delivery of End User 'Productivity' and Technical Team sessions.*

Unity Water is a public utility company responsible for supplying water and sewage services to the regions of Southeast Queensland, Australia. As a critical service provider, Unity Water was seeking ways to enhance its operational efficiency, streamline customer interactions, and improve overall service delivery.

*To assist solution roll out by streamlining user adoption through the identification of key learning objectives of the end user and technical Teams. Implementing a user upskilling strategy that identifies internal knowledge gaps. Creation of targeted training content and delivery of online user adoption sessions.*

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Unity Water engaged TTS to help with its internal upskilling initiative as part of a larger project to uplift internal systems and processes.

## The Brief

As part of a new systems implementation and move to Microsoft Dynamics 365 and Power Pages, Unity Water required custom training services to complement its deployment of a custom Microsoft Dynamics 365 solution and external Web Portal based on Microsoft Power Pages. As this solution was highly customised to support internal business processes, Unity Water required highly customised training that would provide a streamlined knowledge transfer to team members with measurable return on investment. Unity Water required end-user training for staff members as well as technical training for administrators. Each team had unique knowledge requirements and required a targeted approach fitted to their particular business processes. Specific project metrics included:

1. Identify and prioritize key learning objectives for individuals and teams.
2. Target specific learning objectives and at the same time encourage best practice methods and processes for Microsoft Dynamics 365 and Power Pages.
3. Organisational business processes must be taken into consideration. Training content and exercises must map to these processes.
4. Deliver of on-line training to a distributed work-force.
5. Create hands-on labs and exercises that allow for self-paced ongoing value to staff members.

## The Solution

To address these challenges, we collaborated with Unity Water to understand their specific learning objectives. We then tailored training content for both end-users and technical staff to ensure they could leverage Dynamics 365 effectively and support their web portal:

### 1. Understand Learning

**Objectives:** We began by

conducting a thorough needs analysis. We interviewed key stakeholders and identified the specific pain points and goals of Unity Water. This allowed us to develop a clear understanding of what the organization needed to achieve with Dynamics 365 and the web portal.

### 2. Creating Customized Training Content:

Based on the learning objectives, we designed and developed customized training materials. For end-users, this included interactive online courses that covered the essentials of Dynamics 365, emphasizing productivity and efficiency. For the IT team, we created specialized content covering the maintenance and support of the web portal, as well as utilizing Microsoft Power Pages effectively.

### 3. Online Training Delivery:

We delivered training through a combination of live webinars, on-demand video courses, and hands-on workshops. This approach allowed users and technical staff to learn at their own pace and revisit materials as needed. The training was interactive, with opportunities for Q&A sessions and practical exercises.

## Results Achieved

Our collaboration with Unity Water yielded significant results:

**Increased Productivity:** End-users gained confidence and proficiency in using Dynamics 365, resulting in streamlined customer interactions and faster task execution.

**Improved IT Support:** The IT team acquired the knowledge and skills necessary to effectively maintain and support Unity Water's web portal built on Microsoft Power Pages. This reduced downtime and improved the portal's reliability.

**Enhanced Operational Efficiency:** Unity Water experienced improved overall operational efficiency, which translated to better customer service and resource utilization.:

### **Conclusion**

Our partnership with Unity Water demonstrated the power of tailored training solutions to address unique challenges. By aligning our training content with Unity Water's specific learning objectives, we helped end-users and technical staff become more productive and efficient. The organization was able to leverage the full potential of Microsoft Power Pages and Dynamics 365, ultimately enhancing their service delivery and operational performance.

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