



Sector: Energy & Utilities | Business Unit: Agile Solutions | Solution: OutSystems

2017
Innovation Award Winner

3
Developers

2.5^K
Users

8
Months to develop

“

We were able to develop a scalable solution three times faster, that is allowing us to improve our business processes while developing a stronger and lasting relationship with key stakeholders.

Tiago Cachim
IT Manager, PRIO

NOESIS IMPROVES PRIO'S CUSTOMER COMMUNICATION CHANNEL WITH NEW WEB AND MOBILE READY PORTAL

PRIO needed a platform to optimize and enable communications with its partners in order to improve the end customer experience. Noesis' Agile Solutions team developed a new B2B core **web and mobile responsive** system allowing new operations in three strategic modules: Direct sales, Gas Distribution and Logistics. With a better **centralization and optimization of information**, greater **accessibility and security** and with higher capacity for **scalability**, the new portal is now significantly improving PRIO's customer experience.

THE CHALLENGE

The fuel distributor already had a platform in which clients managed their transactions, but it did not have the length or development needed to keep up with the growth of the business. PRIO was seeking new communication channels and new services, to pursue and adopt new business models and outshine the competition. With this goal, PRIO challenged Noesis to **replace the existing customer portal that was lacking scalability capabilities to keep up with the growing business opportunities.**

GOALS

- **Reduce** the order management **process time**
- **Centralize** and optimize customer information
- **Increase customer engagement** through UI/UX
- Guarantee a **self-service order entry** in real time
- Mobile and web ready, using responsive pages

THE SOLUTION

The low-code OutSystems platform was the technology chosen to address PRIO's challenge due to its possibility for rapid and scalable development. The developed web and mobile ready portal allows a **centralized availability** of all information, a **strong flexibility** to increase the limits of users, clients, processes, general information and performance related data, as well as to add new features. The application not only incorporates all the functionalities of the previous portal, but allows new operations in three strategic modules:

- **Direct sales:** PRIO customers can change, verify and check their final client's fleet card's budgets and information.
- **Gas distribution:** Customers can register purchases, consult records, export their data to Excel, parameterize and import data, create and view their order's requests, access visual information about the transport truck, and validate installation rules.
- **Logistics:** Finally, they can inform and update loads, import and change data, create workflows and view orders.



THE RESULT

The new Customer Portal is improving PRIO's activity in several areas:

- **Enhanced Experience:** PRIO's B2B Customer Portal contributed to significantly improve both PRIO's customers experience and the final client's.
- **Information Centralization and Optimization:** With the centralization and optimization of information in a single channel, PRIO's customers can view crucial data about their fuel stations, place their orders, manage processes and their own business in a simple, intuitive and user-friendly way, and with a great level of autonomy.
- **Accessibility and Security:** The portal is accessible by any device, including laptops and mobile devices from different manufacturers. With its high level of security, it can be accessed from any location, thus giving more flexibility to its users.
- **Higher capacity for scalability:** The portal allows the addition of new features if the development and growth of the business requires it.



PRIO is a Portuguese fuel distributor and trader with a network of over 240 petrol stations throughout Portugal. The company is currently operating with a tank terminal and a biodiesel factory in Aveiro, Portugal.



Noesis is a multinational consultancy company offering flexible services and solutions to improve competitiveness and optimize its clients' processes. Creating sustainable value across several sectors, Noesis is driven by technology and innovation to deliver solutions focused on our clients' infrastructures, software, quality and people.



The Noesis and OutSystems partnership dates back to 2008. Today, Noesis counts on a team of more than 65 certified developers to deliver custom made solutions in record-time and with the greatest business impact.

