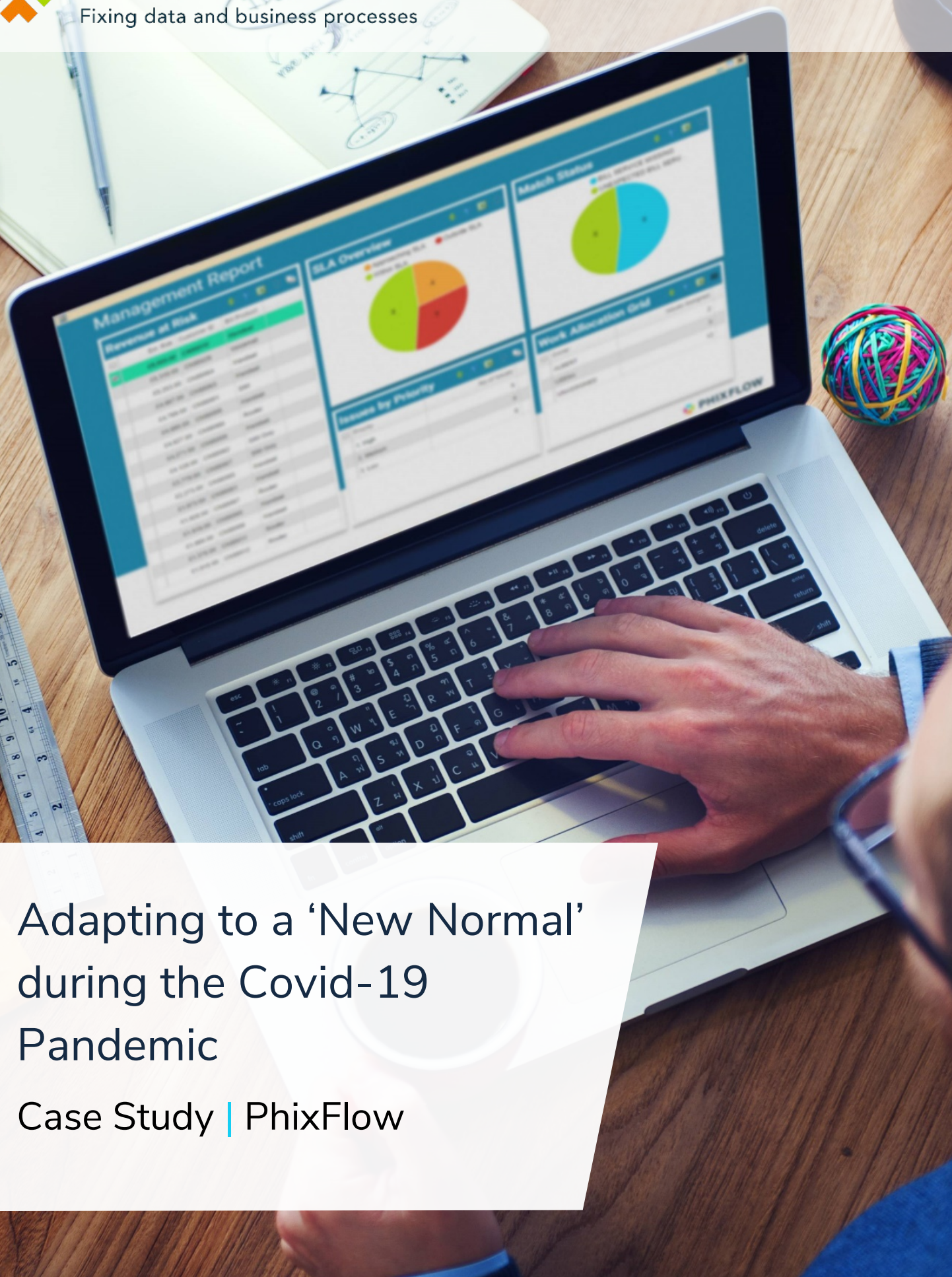# PHIXFLOW
Fixing data and business processes

Adapting to a 'New Normal' during the Covid-19 Pandemic

Case Study | PhixFlow

With the recent Covid-19 pandemic there has been much discussion around how companies can adapt to new ways of working and become comfortable with a 'new normal'.

At PhixFlow, we have been making use of our internal PhixFlow applications which has enabled our team to continue their normal work from home. In fact, on the day the UK Government announced new measures to protect against the spread of Covid-19, where people should work from home where they can, PhixFlow's leadership team took the important decision to instruct the team to stay safe at home.

Remote access and virtual meetings

Unified communications: Remote Access and Virtual meetings are nothing new, especially for businesses in the technology sector and PhixFlow have been using such technology for quite a while. However, this element of remote working is usually less complex to solve. Giving employees access to internal systems and software is usually the biggest hurdle when enabling home working.

Our Low-Code Application Development Platform enables us, and our customers, to create enterprise level applications that brings data from multiple sources and systems into a simple to use application, which can be accessed using a standard web-browser.

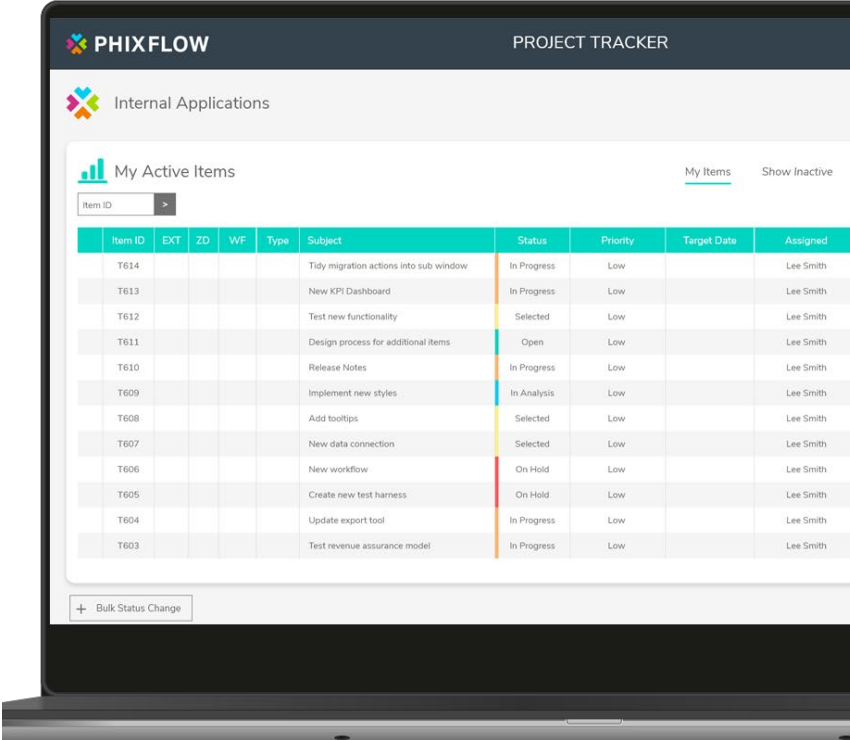# Keeping on target with Project Tracker

Maintaining efficiency is a must, as it is for any business, and with more and more people working from home this can often be challenging. Our Low-Code application platform provides solutions that replaces many manual tasks and, in turn, drives efficiency.

imperative that our consultancy and implementation teams continue to deliver projects quickly and on time. To achieve this we use Project Tracker, an application that we created internally, using PhixFlow.

This centralised application is available to all team members via a standard web-browser, allowing managers and team leaders to record the tasks required for any project, prioritise, and allocate them to individual team members. Individuals are notified of any tasks that have been allocated to them and can give feedback on the progress for that task. When a team member has completed their tasks, they can visit the dashboard and look at any outstanding tasks and allocate them to themselves to aid the progress of other projects too.

"During the Covid-19 pandemic continued working on customer projects with little or no disruption, helping them deploy enterprise-level applications that help them adapt to changing working practices."

Andy Humphries, CTO
PhixFlow

Sales Efficiency with Opportunity Tracker

New business is a must for any business and with the current global situation it is important for companies to minimise the potential damage of an economic downturn. Therefore, it is vitally important that no sales opportunity is missed or ignored.

Built using PhixFlow, we have created an opportunity tracker application for our Customer Relationship Management (CRM). This application allows our Sales and Marketing team to ensure all customer enquiries are followed up in a timely manner and where an opportunity exists specific follow-up actions can be assigned to team members.

The management team also use the reporting function of this application to gain insight into which opportunities and methods are gaining most traction and can ensure that the team are focussing their efforts in the right areas and continue to provide the levels of service that our customers expect.

"The transition to the 'new normal' for us at PhixFlow has been made so much easier with remote access to our Opportunity Tracker application. The team to keep on track with all opportunities that were started before lockdown and create new opportunities".

Gary Smith, VP of Sales
PhixFlow

Conclusion

Changing the way in businesses operate during a global pandemic such as Covid-19 is full of challenges. For PhixFlow it was imperative that the transition to a 'new normal' was as smooth as possible and by utilising our own Low-Code applications has meant that we could operate business as usual with our teams operating from home straight the very next day following the UK Government announcement.

Low-Code Application Development Platforms, such as PhixFlow offer many benefits to businesses that are trying to adapt to new working practices and enable more business processes to be completed by a remote workforce. One major benefit is the speed in which applications can be developed without extensive programming knowledge.

Contact Us

To find out how PhixFlow can help:
Call +44 (0)1223 421030.