



# Transforming Business Operations with Sidecar

## Highlights

Alan Boswell partnered with Software Imaging's team to create a bespoke customer portal that streamlined their business processes and enhanced their brand. The primary objective was to develop a user-friendly portal that allowed customers to access, upload, and manage documents securely. One of the main challenges was to develop a solution that did not add any burden to the internal processes of Alan Boswell's expert advisors. Our team developed a completely bespoke portal tailored to Alan Boswell's unique requirements, focusing on the company's brand and ecosystem. By leveraging Alan Boswell's existing Office 365 system, we maintained a secure and compliant environment for customer data.

## Overview

Alan Boswell, a leading insurance provider, recognized the need to optimize their existing process that relied on manual email exchanges for greater efficiency and a smoother customer experience. The company wanted to develop a customer portal that could improve the user experience and streamline their business processes. To achieve this, they partnered with our team to create a bespoke solution that satisfied their unique business requirements and enhanced their brand.

## The Challenge

One of the main challenges faced during this project was to develop a solution that did not add any unnecessary burden to the internal processes of Alan Boswell's expert advisors. The company required a solution that could seamlessly integrate with their existing business processes and systems without causing any data movement or compliance issues. This meant that off-the-shelf solutions might not align with the company's existing procedures, leading to friction and inefficiency within the organization.

# The Solution

Our team developed a completely bespoke portal that was tailored to Alan Boswell's unique requirements. We used our Sidecar Toolkit to power the core of this solution. Sidecar is a set of tools that let us build high-quality modern applications and websites backed by the data storage and security of Office 365, Sharepoint & OneDrive. By leveraging Alan Boswell's existing Office 365 system to store all customer information, we were able to avoid any additional compliance considerations and maintain a secure environment for customer data. To ensure customer data privacy and separation, our team utilized a tool called the Sidecar Smart Proxy which provides access to Sharepoint via an additional account system for complete flexibility.

- ✓ Sidecar eliminates time-consuming tasks such as administrative portals, SSO, internal integration, and onboarding reducing administration and onboarding to virtually zero
- ✓ Sidecar combines the development and digital transformation cost savings by utilising the tools you already use day-to-day
- ✓ Sidecar provides Automatic Updates: When users update content in OneDrive, Sidecar automatically starts a process that updates the website.
- ✓ SharePoint includes virtually unlimited data storage and free access to the Microsoft Graph API. This means that core of your bespoke solution is already paid for.

## The Results

The collaboration between Alan Boswell and our team resulted in a customized, user-friendly portal that not only meets the company's unique needs but also enhances their brand image. By focusing on the core problem and developing a tailored solution that leverages existing infrastructure, we were able to deliver a product that Alan Boswell will continue to build upon in the future to improve the digital experience of their customers. With the successful completion of phase 1, the company can now look forward to integrating additional features such as notifications, newsletters, service integration, and claim submissions, further improving their customers' experience and engagement with the portal.





# Interested in finding more about Sidecar?

Visit our website to find out how Sidecar can utilise the tools you already have to power bespoke, high-quality web applications.



**Martin Bonner**

Sales Director

[martin-bonner@softwareimaging.com](mailto:martin-bonner@softwareimaging.com)

+44 (0) 7588 102928

[softwareimaging.com](http://softwareimaging.com)