

# TRANSFORMING EMPLOYEE ENGAGEMENT: POWER PLATFORM SOLUTION FOR DHCF



## Department of Health Care Finance

The Department of Health Care Finance (DHCF) actively sought a technology partner for Microsoft Power Platform expertise and Process Optimization. Avid Systems, a trusted DC Certified Business Enterprise (CBE) and Microsoft PowerApps specialist, fulfilled this criteria.

Avid played a pivotal role in designing and implementing the solution, leveraging extensive experience with DHCF, OCTO, and other DC Government agencies, along with Microsoft's cloud solutions. Chosen as a key tech partner to design, develop, and implement a solution for DHCF's immediate operational needs, while also laying the groundwork for future needs.

### Challenge

DHCF faced challenges, including the need to enhance employee engagement, streamline intra-agency customer service requests, and consolidate information into a centralized portal. The goal was to create a seamless one-stop platform for easy access to information and services. DHCF aimed to build not only an immediate solution but also a foundation for a more inclusive workplace. Additionally, the agency identified the potential of leveraging AI for efficiently addressing common employee queries.

### Results

Avid's Power Platform solution has revolutionized operations at DHCF, yielding transformative outcomes:

- **Enhanced Employee Engagement:** The DHCF Pulse portal fosters collaboration and satisfaction.
- **Streamlined Intra-Agency Customer Service:** The portal tracks service requests, ensuring prompt resolution.
- **Centralized Portal for Employee Interaction:** A one-stop platform enhances accessibility and workflow efficiency.
- **Cost Optimization through Efficiency:** Automation and improved service delivery reduce operational costs.
- **Foundation for Inclusivity and Equity:** The portal promotes workplace inclusivity and equity initiatives.
- **AI-Powered Query Resolution:** AI capabilities efficiently address employee queries, reducing HR workload.

### Solution

Avid proposed a comprehensive solution using the Microsoft Power Platform as the foundation for the DHCF Pulse. The Pulse was developed using Microsoft Power Pages with a Microsoft PowerApps Model Driven Application (MDA) for an optimal end-user experience, including a modern interface, speed, ease of use, search capabilities, and extensive case management. The solution includes:

- **Model-Driven Application**
- **Power Pages**
- **Power Automate and Dataverse**
- **Power Apps Virtual Agent**

