

A Member-Based Non-Profit Organization

Modernizing **Membership and Insurance Applications** with a Unified Power Apps Portal

About the Company

A Canadian non-profit association providing group health insurance and membership services to retirees in the education sector. The organization supports its members through ongoing coverage, personalized benefits, and accessible digital services across Canada.



Industry

Non-Profit /
Member-
Based
Associations

Workforce

200+
Presence
Canada

Service



Power Apps Portal
Development



Azure AD B2C
Authentication



SharePoint
Integration



Business Rules
Automation



Workflow
Optimization



Membership & Insurance
Portal Consolidation



Managed
Services

Solution

Unified Member Portal

Built a modern, scalable Power Apps Portal to consolidate membership and insurance applications, replacing fragmented legacy web pages and improving user experience.

01

Secure Identity & Access Management

Integrated Azure AD B2C for modern authentication, providing secure, role-based login and identity management for members.

02

Business Rule Automation

Translated complex membership and insurance logic into automated workflows, reducing manual validation and administrative workload.

03

Application Consolidation

Combined membership and insurance application processes into a single digital portal, minimizing confusion and reducing member drop-offs.

04

Document Management & Integration

Enabled automated document conversion and storage in SharePoint, allowing secure sharing and reducing manual handling.

05

Results and Outcomes

- Reduced member drop-offs with a unified, simplified application process.
- Decreased application processing time through automation and rule-based validation.
- Improved member satisfaction with a modern, intuitive, and secure digital portal.
- Increased data accuracy and reduced rework through automated business logic.
- Strengthened system scalability for long-term adoption and self-service expansion.
- Enhanced operational efficiency for staff through streamlined workflows.
- Established a digital foundation supporting future enhancements and integrations.