

An Environmental Equipment Manufacturer

Reducing Operational Complexity and **Enhancing Customer Experience** with a Power Pages Portal



About the Company

A U.S.-based global manufacturer of environmental protection solutions specializing in industrial air, water, and energy transition systems. The company serves multiple industries worldwide, safeguarding people, equipment, and the environment through innovative and sustainable technologies.

Industry

Equipment Manufacturing (Environmental Protection Solutions)

Workforce

2,000+

Presence

Global Operations

Service



Power Pages Customer Portal



D365 Finance & Operations



D365 Sales



Dual Write Integration



Power Automate



Azure Functions



Azure Blob Storage



Azure Data Factory



Azure AD B2C Authentication



Payment Gateway Connector



Serial Number-Driven BOM Lookup

Solution

Customer Self-Service Portal

Built a Power Pages-based portal allowing customers to place orders online, view invoices, track order history, and check real-time order status.

01

Serial Number-Driven Spare Parts Reordering

Enabled customers to enter pump serial numbers to instantly access BOM structures and reorder spare parts, eliminating CSR manual lookups and accelerating aftermarket service.

02

Seamless ERP & CRM Integration

Integrated D365 F&O and D365 Sales via Dual Write, enabling automatic order creation and synchronization of pricing, stock, and trade agreements without manual entry.

03

Real-Time Stock & Pricing API

Developed custom APIs to fetch product availability and customer-specific pricing directly from D365, ensuring up-to-date order accuracy.

04

Automated Invoice Management

Leveraged Business Events, Power Automate, and Azure Blob Storage to automatically archive and display invoices and acknowledgments in the portal.

05

Secure Authentication

Implemented Azure AD B2C with Multi-Factor Authentication (MFA) for secure, role-based access, allowing customers to safely manage their orders and documents.

06

Scalable Rollout

Successfully deployed to 150 customer organizations in Phase 1, designed for easy expansion to additional customers and product lines.

07

Results and Outcomes

- Automated order creation in D365 reduced CSR workload and manual errors.
- Real-time synchronization improved data accuracy across ERP, CRM, and portal systems.
- Serial number-based spare parts ordering reduced lookup time from hours to seconds.
- Order processing time reduced from days to minutes.
- Increased self-service adoption and reduced support calls for order-related queries.
- Enhanced customer satisfaction through transparency and faster order fulfillment.
- Future-ready, scalable architecture leveraging Microsoft Azure and Power Platform.