



Helping EarthCheck streamline internal governance and process for the Power Platform

EarthCheck, headquartered in Brisbane, Australia, is a global leader in scientific benchmarking, certification, and advisory services for travel and tourism. With a mission to foster sustainable development, EarthCheck assists businesses, communities, and governments in achieving their sustainability goals. The organization uses advanced data and research to provide actionable insights, driving positive environmental and social outcomes across the globe.

To address these challenges, we partnered with EarthCheck to develop and implement a comprehensive strategy, focusing on streamlining internal processes, enhancing visibility, and building user capability. Our approach included a deep-dive system review, detailed roadmap design, and the creation of a robust governance plan...

EarthCheck, headquartered in Brisbane, Australia, is a global leader in scientific benchmarking, certification, and advisory services for travel and tourism. With a mission to foster sustainable development, EarthCheck assists businesses, communities, and governments in achieving their sustainability goals. The organization uses advanced data and research to provide actionable insights, driving positive environmental and social outcomes across the globe.

EarthCheck engaged TTS to help with its internal upskilling program and digital adoption strategy.

The Brief

As EarthCheck expanded, managing their internal enterprise system built on Dynamics 365 and the Power Platform became increasingly complex. The organization faced several challenges:

1. **Process Inefficiencies:** Internal processes were fragmented, leading to inefficiencies and duplicated efforts.
2. **Limited Visibility:** There was a lack of transparency and visibility into key operations, affecting decision-making and strategic planning.
3. **User Capability:** Key users lacked the capability to fully leverage the Power Platform for building and deploying solutions.
4. **Change Management:** EarthCheck needed a structured approach to manage changes within their enterprise system, ensuring smooth transitions and minimizing disruptions.
5. **Cost Management:** Without a clear governance plan, there was a risk of escalating costs and unmanaged risks.

The Solution

To address these challenges, we partnered with EarthCheck to develop and implement a comprehensive strategy, focusing on streamlining internal processes, enhancing visibility, and building user capability. Our approach included a deep-dive system review, detailed roadmap design, and the creation of a robust governance plan:

1. **Deep-Dive System Review and Audit:** We began with a thorough review and audit of EarthCheck's existing Dynamics 365 and Power Platform setup. This involved analyzing current workflows, identifying bottlenecks, and assessing user proficiency. The audit provided a clear understanding of the strengths and weaknesses of the existing system..
2. **Detailed Roadmap Design:** Based on the audit findings, we designed a detailed roadmap outlining the steps needed to optimize EarthCheck's enterprise system. This roadmap included:
 - **Streamlining internal processes to eliminate inefficiencies and reduce duplicated efforts.**
 - **Enhancing system visibility to provide stakeholders with real-time insights and improve decision-making.**
 - **Building key user capabilities through targeted training sessions and hands-on workshops.**
3. **Governance Plan:** We developed a governance plan to ensure the sustainable management of EarthCheck's enterprise system. This plan included:

- **Best practice change management processes to guide the implementation of new features and updates.**
- **Risk mitigation strategies to address potential issues before they impact operations.**
- **Cost management guidelines to control expenses and maximize return on investment.**

4. User Adoption and Training:

To support user adoption, we conducted a series of training sessions tailored to different user groups. These sessions included:

- **Strategies for key users to become self-sufficient in the Power Platform build and deployment process.**
- **Governance workshops to educate stakeholders on maintaining system integrity and compliance.**
- **Adoption sessions to familiarize users with new features and functionalities, ensuring smooth transitions.**

Conclusion

Our collaboration with EarthCheck yielded significant improvements:

- **Streamlined Processes:** Internal workflows were optimized, reducing inefficiencies and freeing up resources for strategic initiatives.
- **Enhanced Visibility:** Stakeholders gained real-time access to critical data, empowering better decision-making and strategic planning.

- **Increased User Capability:** Key users became proficient in using the Power Platform, enabling them to build and deploy solutions independently.
- **Effective Change Management:** The best practice change management process ensured smooth transitions and minimized disruptions.
- **Governance and Cost Control:** The governance plan provided a framework for managing risks and controlling costs, leading to a lower total cost of ownership.

In conclusion, our partnership with EarthCheck successfully addressed their challenges, enabling them to streamline internal processes, enhance visibility, and build key user capabilities.

Through a structured approach and targeted training, EarthCheck is now better equipped to support their solutions and stakeholders while managing risks and controlling costs.

Visit www.ttsolutions.com.au to read our full case studies, or call 1300 667 577 for further information.

Phone 1300 667 577

International +61 07 5630 6555

Email info@ttsolutions.com.au

The logo for TTS, consisting of the letters 'TTS' in white, bold, sans-serif font, centered within a solid black square.