Microsoft Repeatable Solution abstract: Valo Ideas

# Solution Information

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| **Solution Name:** | Valo Ideas |
| **Services Used:** | Azure Bot;Custom Tabs;GraphAPI;Messaging Extension;SharePoint Sites;SPFx; |
| **Solution Availability/Status:** |  |
| **Relevant Industries for the Solution:** | All Industries |
| **Target Business Functions:** | N/A |
| **Personas:** | All employees |

# Success Story Body Content

## Business needs/problem

Describe the business problems, challenges and opportunities this designed Solution wanted to address in plain language. This section should answer key questions including:

* How were things working prior to this solution? Who did what and when?
* What was not working well?
* What was the need of this Solution to be designed? What were the challenges the customers were facing worldwide and what led Microsoft design this Solution in order to help customers continue their processes worldwide?
* What other tools or apps were used to accomplish the activity in place of this Solution earlier?
* Why is the problem worth solving? Think of the impact of this problem on all the stakeholders and what would happen if we didn’t solve the problem. ​

***For an Organisation to successfully innovate, the ideation process needs to be democratised. Ideas need to come from every level in the organisation e.g. from first line workers to the senior management. Lack of proper tools and processes for making the voice of the employees heard is always a challenge in the innovation process. Coupled that with the recent pandemic and the need to work from home, employees feel a disconnect from the organisation. They might feel that their ideas are not being listed to and as a result the organisation might suffer.***

***At the same time, the suggestions made by the users need to reach the right decision makers in an organised way. If the decision makers are not able to get an overview of the ideas, process them and greenlight the successful ideas, then the innovation process could be hampered.***

***Finally, to empower the employees, they need to be kept in the loop about the status of their idea. Whether the idea is rejected or if it's being green lighted, the people associated with the idea need to know the current status of the idea in it's lifecycle.***

## Business solution

Describe how Microsoft designed Solution helped address the business needs/problem. This section should answer key questions including:

* How did the Solution approach addressing the customer need?
* What were the features & functions of the Solution designed?
* How did we improve a process or enable a better outcome with the Solution?
* How was this solution implemented?

***Valo Ideas app brings the innovation and ideation process right into Microsoft Teams. We believe that since users are already working day to day in Microsoft Teams, they should have minimum friction to suggest an idea. Due to Valo Ideas being fully available on the Microsoft Teams mobile apps, users are able to submit their ideas on the go as well. This is particularly helpful to first line workers who always work on site.***

***Since Valo Ideas is natively built into the Microsoft Teams platform, we are seamlessly able to integrate into the Teams user interface. Ideas are created as SharePoint Online pages in the site associated to the Team. This provides security and governance and compliance to the ideas created for that Team.***

***The Valo Ideas Dashboard is a custom personal tab which aggregates ideas from all the users joined Teams. Users are able to sort, filter and see the analytics associated to ideas which are trending in their teams. The dashboard is also made available as a Teams tab which allows team members focus on ideas within the Team.***

***The Valo Ideas Bot is responsible for providing status updates of the idea lifecycle to the team members. Whenever an idea's lifecycle status is changed, the bot posts a message in the teams conversation associated to the idea. This notifies the interested members of the idea progress.***

***The "Promote a Teams message as an Idea" feature allows an existing messages posted in Microsoft Teams to be turned into ideas with metadata using messaging extensions. This is so that users don't always have to start from scratch when submitting a new idea.***

## Business value

Describe the business outcomes that the customers worldwide are realizing based on this Solution. This section should answer key questions including:

* How did users respond to this Solution?
* What business benefits reflect their success (examples may be: reduced cost, reduced time on key processes, increased sales, improved customer service)? What metrics (amounts, percentages, etc.) demonstrate that success?
* How did this solution secure competitive win (if applicable)?

***Valo Ideas is already out and running in production for our customers. We are seeing active participation from customer stakeholders as well as end users. It has provided them with a single place to ideate, collaborate and manage the innovation process right in Microsoft Teams.***

## Success factors

Describe the success factors and best practices that enabled this Solution to achieve its desired outcomes. This section should answer key questions such as:

* How has the Solution helped organization to leverage Teams capabilities as a platform?
* What are the major Highlights & learnings we can draw from the Solution designed?
* What guidance and insights came from this Solution that would help others be successful?

***<Enter text here>***

***Building the solution natively into Microsoft Teams has proved a huge benefit for us. It allows the app to be consumed from different clients like the web, desktop and mobile. This allows the innovation and ideation process to happen in real time without the users having to login to a separate tool break their flow.***

***IT Administrators are also happy with Valo Ideas as the ideas are created as SharePoint pages. This ensures that all best practices related to security, compliance and governance are followed. Any concerns about data residency are removed as the data always resides in the Microsoft 365 tenant itself. Using the Microsoft Teams/SharePoint platform also makes it easy to migrate ideas from legacy innovation tools into Valo Ideas.***

## Important Links: Please include links to be added in our **“Resources to Get Stated”** Section. You can add the below mentioned links: 1. Pitch Deck – This deck can have all the UX Screens which gives an overview of the App template designed. 2. Demo Guide – This link should be a step-by-step guide for live demos. 3. Deployment Guide – This link should have deployment guide for the customers to leverage the solution. 4. Demo Video – This video link should showcase the Walkthrough of the App template. 5. Documentation – This link should have a detailed documentation of the App template. 6. Solution Overview – This link should have the overview of the main components of the App Template.

***You can access Valo Ideas resources here: https://microsoft-my.sharepoint-df.com/:f:/p/nsuter/EhDNBIb8nQZGpP0Re2GGsH0BZdRN13S2FgIwLLs\_Qgmmfw?e=WXm2Gw***

## Customer Pipeline: Please include the list of the customers who are leveraging this designed Solution presently or have interest in the future.

***APG, Elevations Credit Union, Hirschtech, Arkano Software, BAM, AHOLD Delhaize, Conartia, Solvion, Geek in the Pink, Konverto***

## PLATFORM: Required Solution Files & Assets

For this designed Solution, we must have links to key artifacts or assets that provide a Solution Overview, Architecture Design & description demonstrating the services used in detail, and/or Screenshots of the Teams-driven transformation. Add links below for SDW report, UX screens, solution blueprint, architecture diagrams, functional spec, etc.

***Architecture Overview: (image can be found in the Important Links location)***

***Teams Personal Tab: Used to provide a dashboard of all ideas from the users joined teams.***

***Teams Tab: Used to provide a dashboard of ideas form the current team***

***Messaging extensions: Create new ideas from the Teams compose box and also for promoting Teams messages as new ideas***

***Teams Bot: Used for posting Idea cards in Teams and also for notification of lifecycle events on the idea.***

***Adaptive Cards: The idea is represented as an adaptive card in teams where the users can have conversations around it.***

***Azure App Service: Holds the app code which does most of the heavy lifting in the application e.g. Authentication, Teams interactions, queue messaging etc.***

***Bot Service: Allows the app to interact with Microsoft Teams through the Bot interface.***

***Cosmos DB: Used to store draft ideas i.e. Ideas which the user does not want yet to share with others.***

***Azure Functions: Used for provisioning and posting idea lifecycle update notifications.***

***Application Insights: To measure telemetry data based on user interactions***

***Storage: Storing provisioning and idea creation queue messages***

***Keyvault: Azure AD app client ids and secrets as well as certificates are stored in keyvault for secure communication.***