





Digitalisation using Low Code

Gunnar Eide, Manager Digital Application | 21st November 2023



ODFJELL

Short - About Odfjell



- Est. 1914
- Operates around **70 advanced chemical tankers**
- Owns (j/v) and operates **4 tank terminals**, in US, Europe and Asia
- Headquartered in Bergen, Norway – 12 offices around the world
- Around **2300 employees** onboard and ashore, 27 nationalities
- Volume shipped: approx. 15 million tonnes per year
- **Gross revenue of USD 1310 million** in 2022
- About 50-60% contract coverage
- Listed on Oslo Stock Exchange since 1986

Transporting the building blocks for everyday life



... medicines – paint – anti-bacterial soaps – detergents – toys – shoes
– food oil – phones – car parts – sponges – mattresses – make-up –
nail polish remover – fertilizers – vaccines - footballs – drinking bottles
– plastic wraps – face masks – pc’s – cords – stockings – clothes –
wine – gasoline – toothbrush – tires – insulation – toner – paper –
carpets – animal fats – protective gear – rain wear – explosives –
cream – plastic gloves – electronics – solar panels – bike parts – food
– kitchen utensils – garden tools...

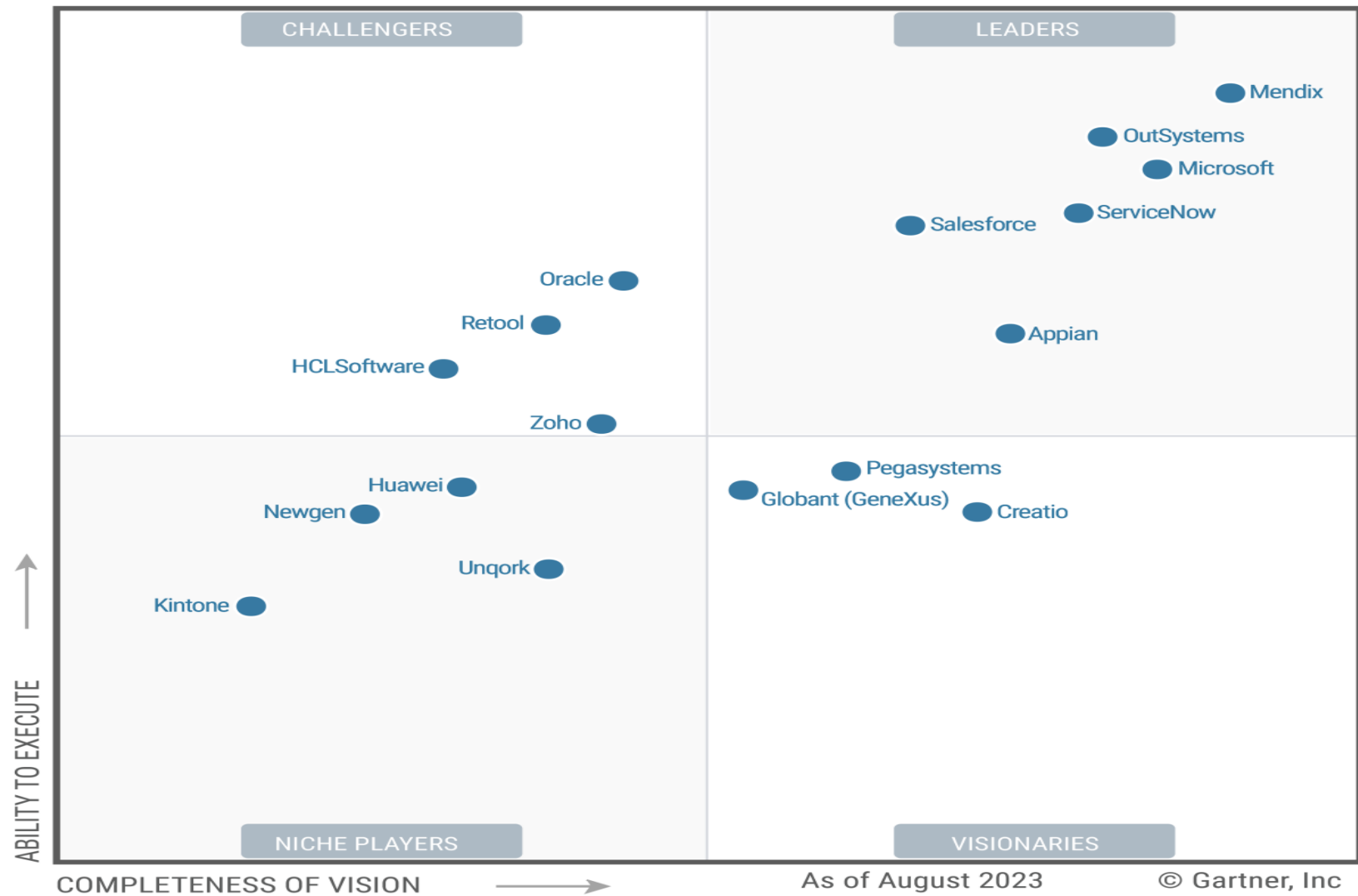
So what is low code ?

- Low-code is an application development method that elevates coding from textual to visual.
- Rather than a technical coding environment, low-code operates in a model-driven, drag-and-drop interface.



What platforms are available ?

Figure 1: Magic Quadrant for Enterprise Low-Code Application Platforms



What tool do Odfjell use?

- Odfjell have a Microsoft and Cloud first strategy for software.
- Our choice is Microsoft Power Platform, it was our employees who started to use it first as it is available in office 365.
 - Good thing Power platform is in the magic quadrant 😊



What is Power Platform ?



Microsoft Power Platform

The low code platform that spans Microsoft 365, Azure, Dynamics 365, and standalone apps.



Power BI
Business analytics



Power Apps
App development



Power Automate
Process automation



Power Virtual Agents
Intelligent virtual agents



Power Pages
External-facing websites



Data connectors



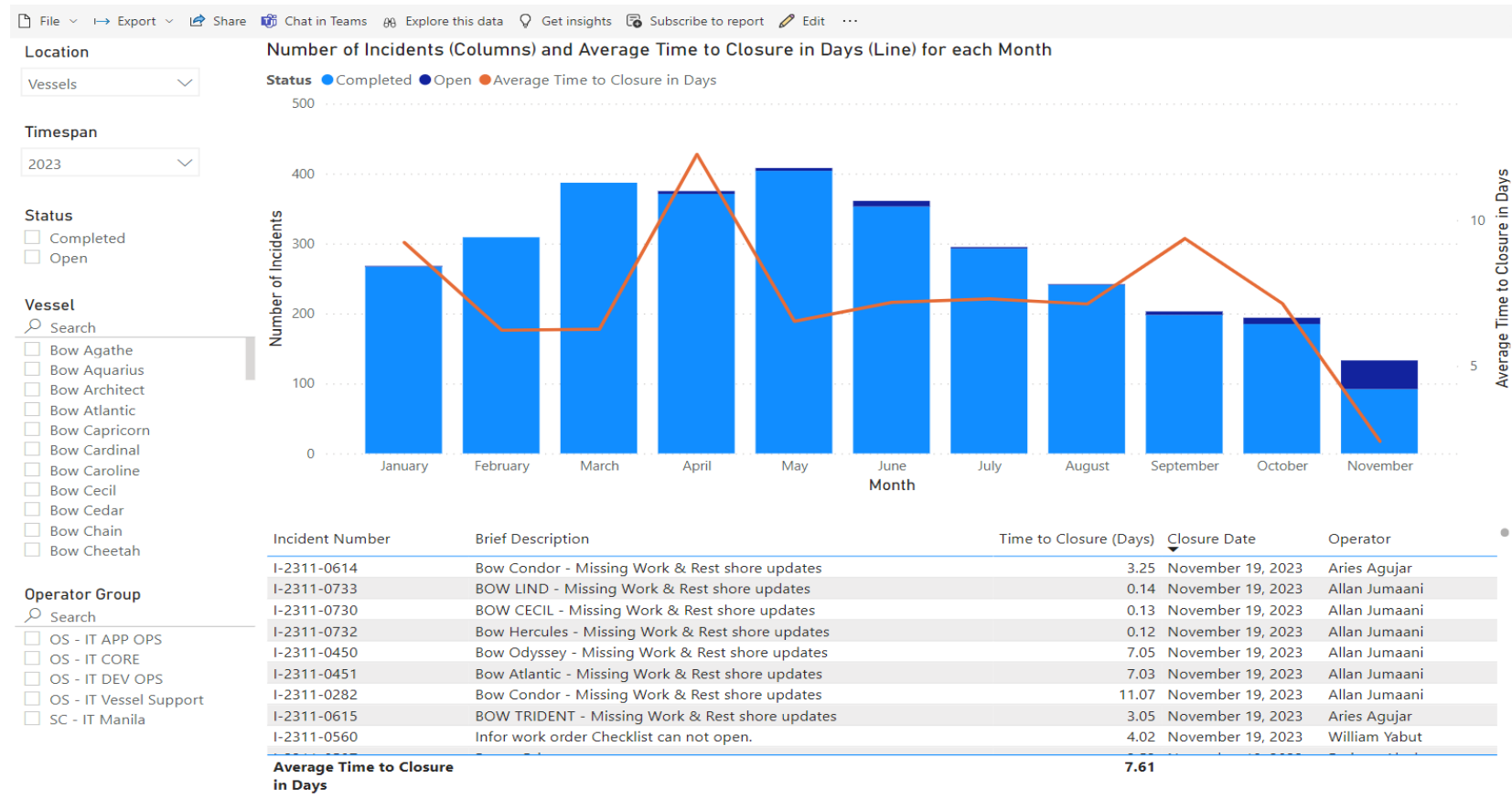
AI Builder



Dataverse

What is Power Platform ?

PowerBI is the self-service business analytics tool. This is considered a part of the Microsoft Power Platform together with the other tools in the bundle.



What is Power Platform ?

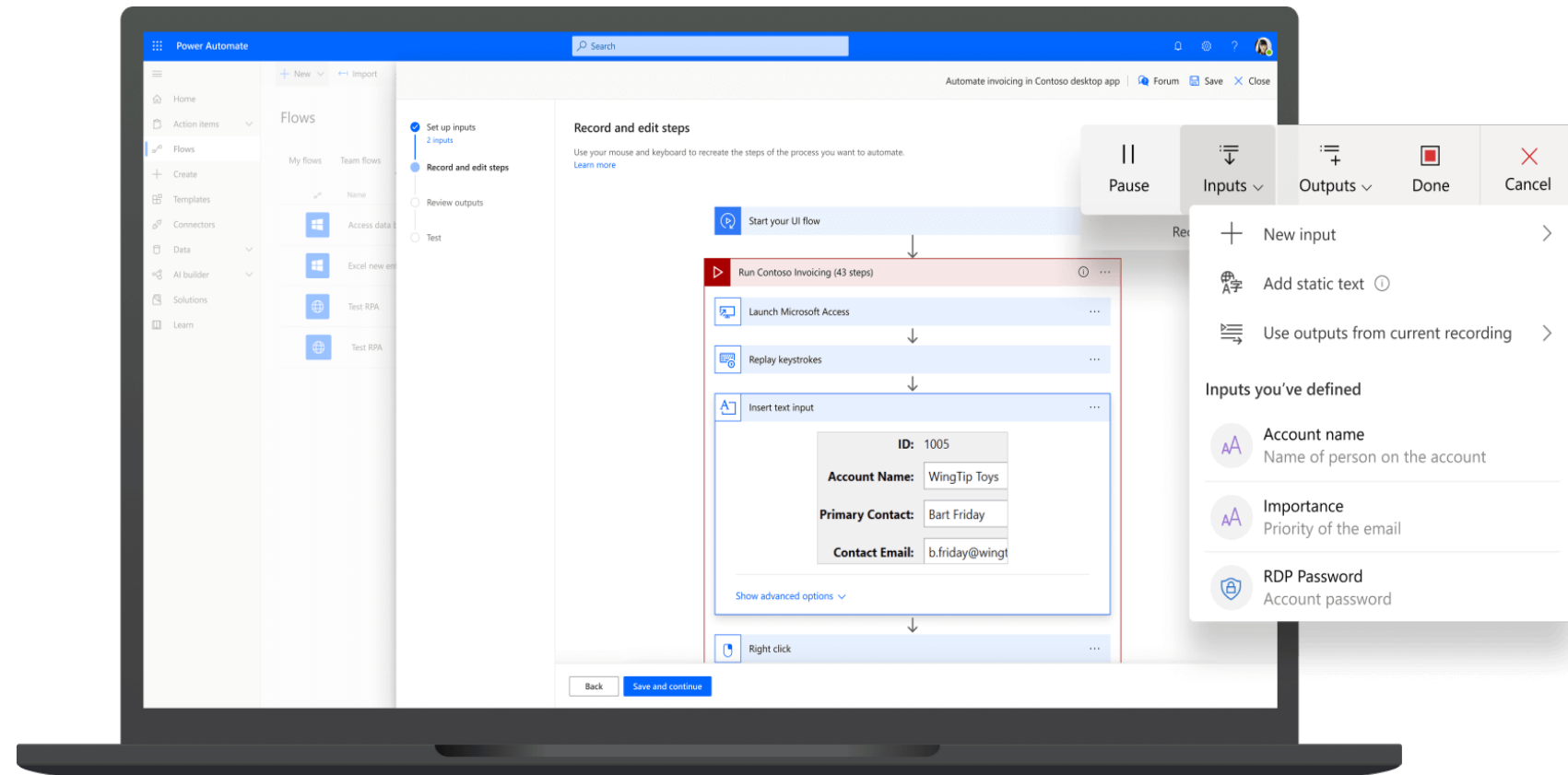
Power Apps is a platform that provides users with a drag and drop feature to build a user interface for a mobile application.

The image displays the PowerApps mobile application interface and its design tool. The application interface is shown in the center, featuring a "REPORT DETAILS" screen for "Room 155 Clean Room". The screen includes a "Track time for service" timer set to "00:00:00", a "Pending" status indicator, and a "No" toggle for "Is the room occupied?". Below this, there are sections for "Bathroom" (with "Not Clean" toggles for Sink and Toilet), "Toiletries Restocked" (with "No" toggle), and "Shower/Tub" (with "Not Clean" toggle). A "Towels Left in Room" field is set to "1", and a "Bathroom Photo" is displayed. At the bottom, there are "Completed" and "Delayed" buttons.

The design tool interface is visible in the background, showing the "Screens" pane on the left with a list of screens: "Welcome", "Reports View", "Reports Details", and "Reports". The main design area shows the "REPORT DETAILS" screen being edited. The "Properties" pane on the right is open, showing settings for a "TOGGLE" control named "Toggle1". The "Default" tab is selected, and the "On" toggle is turned on. The "Label position" is set to "Right" and the "Display mode" is set to "Edit". The "Visible" toggle is also turned on. The "Color" section shows a color picker with a gradient from red to purple, and the "Hex" value is "D61A5A". The "R", "G", "B", and "A" values are 214, 26, 90, and 100, respectively.

What is Power Platform ?

Power Automate, formerly known as **Microsoft Flow** is a component that allows the business users to automate workflows without writing any code.



What is Power Platform ?

Virtual Agents are the bot building services provided by Microsoft for business users.

The screenshot displays the Power Virtual Agents interface, divided into two main sections: a chat window on the left and a flowchart configuration window on the right.

Chat Window (Left):

- Header:** Power Virtual Agents | Lessons help
- Navigation:** Home, Topics, Entities, Analytics, Publish, Manage.
- Chat Log:**
 - Bot: "If you'd like to speak to a human agent, let me know at any time."
 - Bot: "So, what can I help you with today?"
 - User: "Are there any stores around me?"
 - Bot: "I'd be glad to help find a store near you."
 - Bot: "Which location are you interested in?"
 - User: "Kirkland"
 - Bot: "Our Kirkland is located in downtown Kirkland. The address is: 1234 Central Way, Kirkland, 98321."
 - Bot: "Did that answer your question?"
 - User: "Yes" / "No"
- Input:** "Type your message" with a send button.
- Footer:** Hide bot

Flowchart Configuration (Right):

- Header:** End of Conversation. Actions: Discard changes, Undo, Redo, Topic checker, Save.
- Trigger Phrases:** Trigger phrases... (with a plus icon)
- Question:** Ask a question: "Did that answer your question?"
- Identify:** Boolean (dropdown menu)
- Save response as:** PRR Survey Question (Boolean) (with a plus icon)
- Flowchart:**
 - Condition 1:** PRR Survey Question (Boolean) is equal to True. Action: Redirect to Confirmed Success.
 - Condition 2:** PRR Survey Question (Boolean) is equal to False. Action: Redirect to Confirmed Failure.

What does it costs ?

- Complex and confusing cost structure (Typical Microsoft)
- Power Apps: \$5 per application / \$20 per user /month
- Power Pages: From \$75 per 500 users/site/month
- Power Automate Premium: \$15 per user/month
- Power Virtual Agents: From \$200 /month
- However basic functionality is included in Office 365 and limited developer subscriptions are free.



Why Power Platform ?

The purpose of enabling Power Platform in Odfjell is to empower our employees to digitalize their everyday tasks, automate processes and increase capabilities to take data-based decisions by utilizing readily available low-code tools.

This way of working will help to

- improve productivity,
- provide actionable insights
- and enhance employee's working experience.

...some of our employees already figured that out...



The power of power apps

An employee had created a useful and now important app that was shared with other business users.

The app was popular and business users used it on a daily basis as it simplified their work.

Then the employee left Odfjell...

We were left with an application we did not have proper control of, that employees demands being available and working...



So we had to get on top of the situation

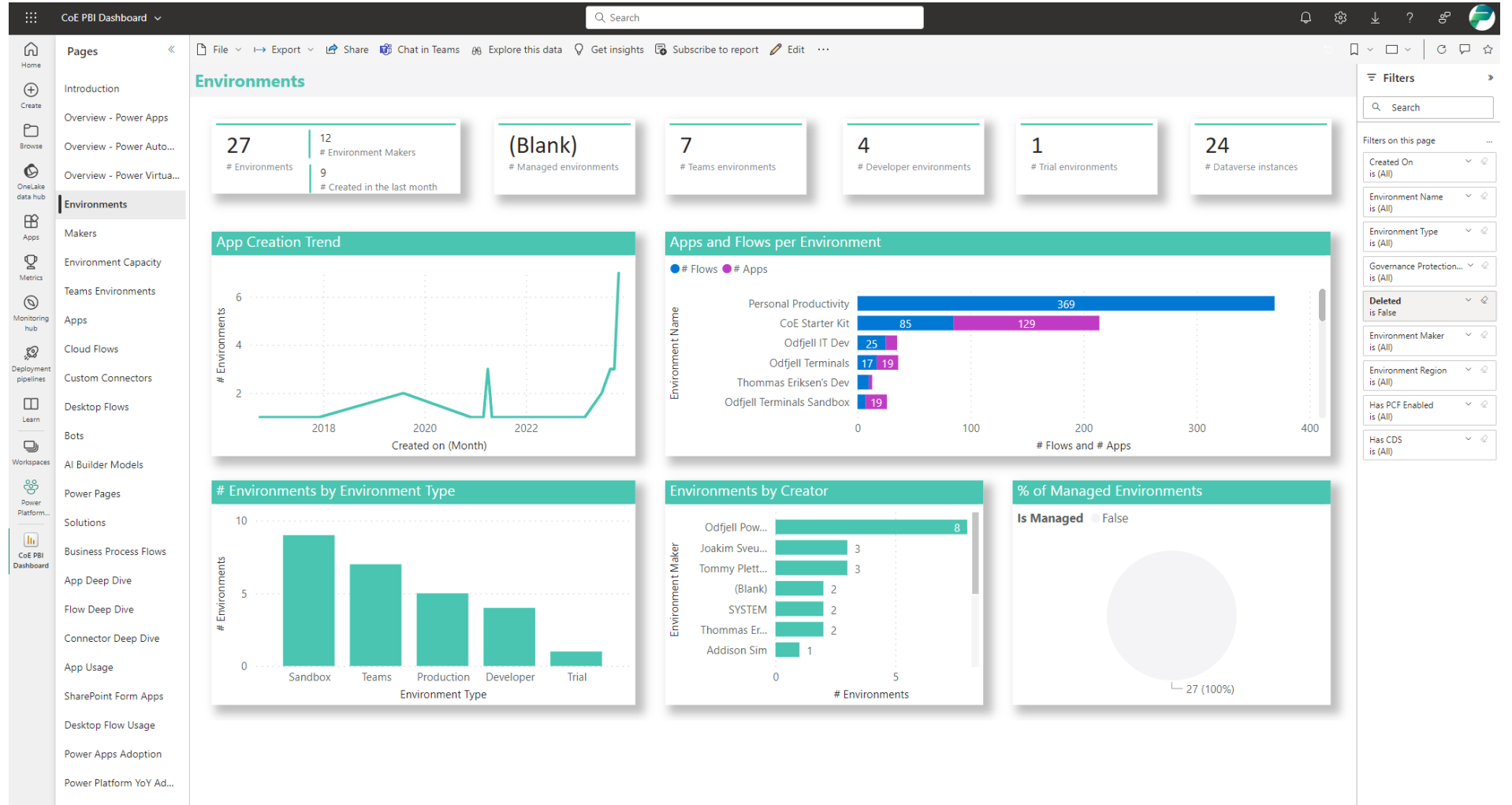
We installed the Power Platform Center of Excellence Tool Kit

- To get insights in the platform adoption and usage.
 - Some surprises and unexpected usage were detected
- To establish audit and compliance process
 - Some connectors were disabled (right away) and policies enforced.



So we had to get on top of the situation

Power Platform Center of Excellence Tool Kit

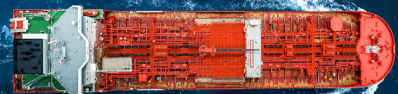


We established and announced CoE Team

We defined a Center of Enablement team for Power Platform

- One IT Cyber specialist
- One developer
- One application consultant
- One BI analyst
- One Power Platform specialist

**Maximize benefits,
Minimize Risk**



What shall the CoE team do ?

The CoE team is tasked to ensure compliance, quality, and efficiency of use of the platform across the organization.

- Help in utilizing the tools available in Power Platform
- Establish Odfjell best practices
- Establish digital guardrails for safe use
- Ensure compliant use of Power Platform in accordance with best practices
- Nurture and Educate
- End-user and Maker Support



How will they work

We have established an Odfjell Power Platform Community

- Available in our Intranet (Sharepoint):
For announcements, documentation and e-learning courses.
- Available in Teams:
For chat with the CoE team for guidance and advices.

We have established Power Platform Environments.

- For Personal Productivity
- For Business units

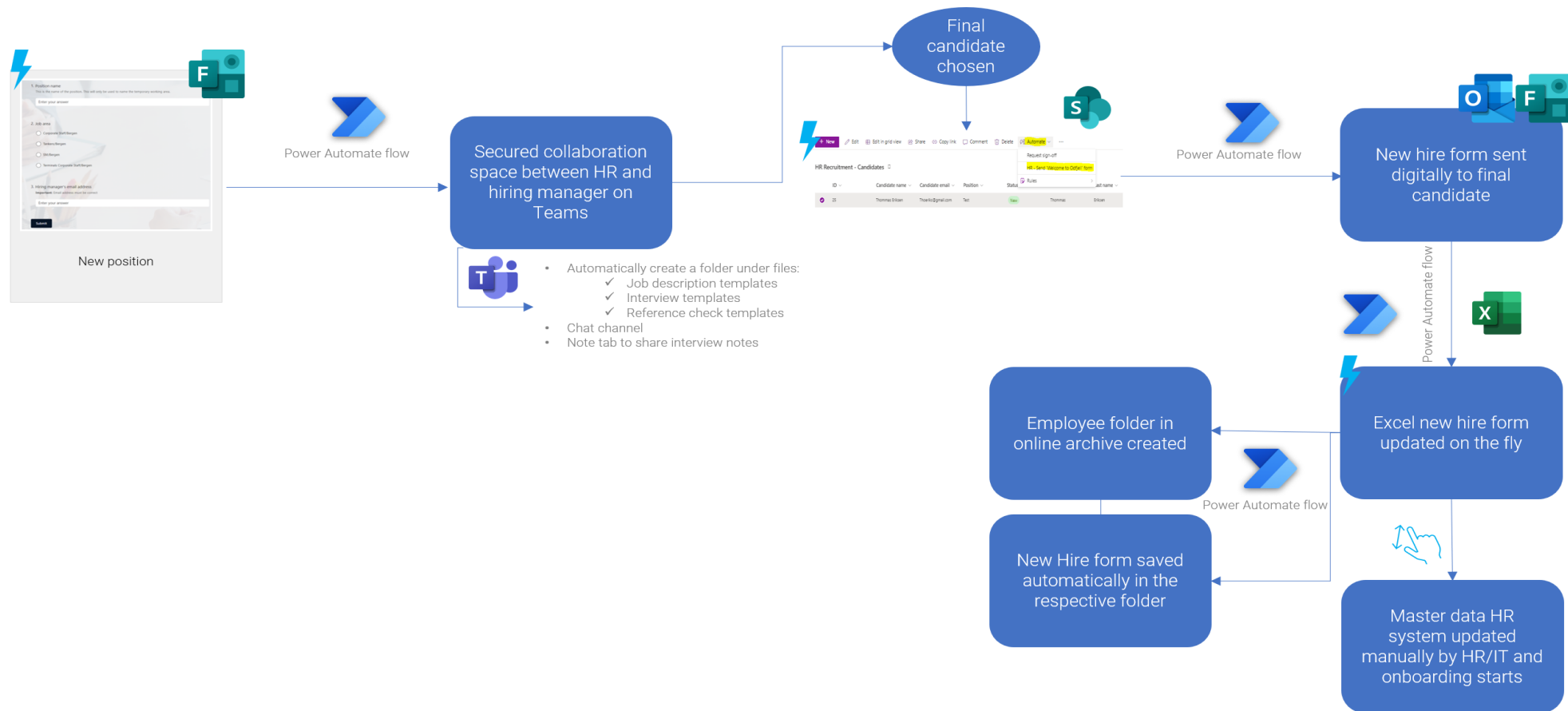


Guiding principle #1: Safety first

This deploys also to the software we make and use

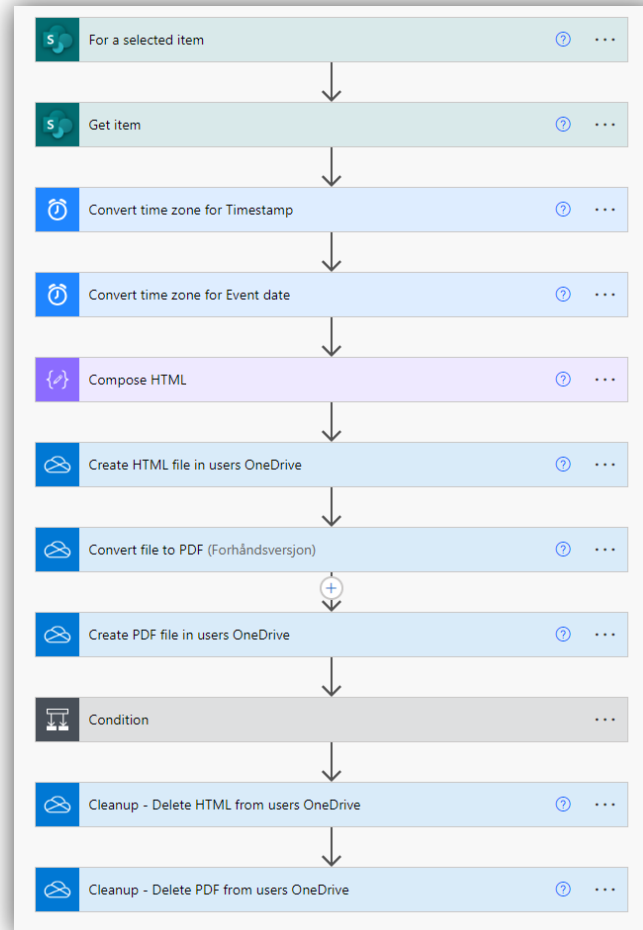
So what have we made ?

HR have automated their recruitment process



So what have we made ?

Insurance and Claims have improved their claim process



Claims - Our ref no:

To Invoice; Monika Gosiewska
Cc Insurance Claim
Retention Policy 10 Year Delete (10 years)
This message was sent with Low importance.

1416-11_10 03_25 AM.pdf
26 KB

This is a email sent from the insurence system regarding claim:

Please book a reserve based on the information below.

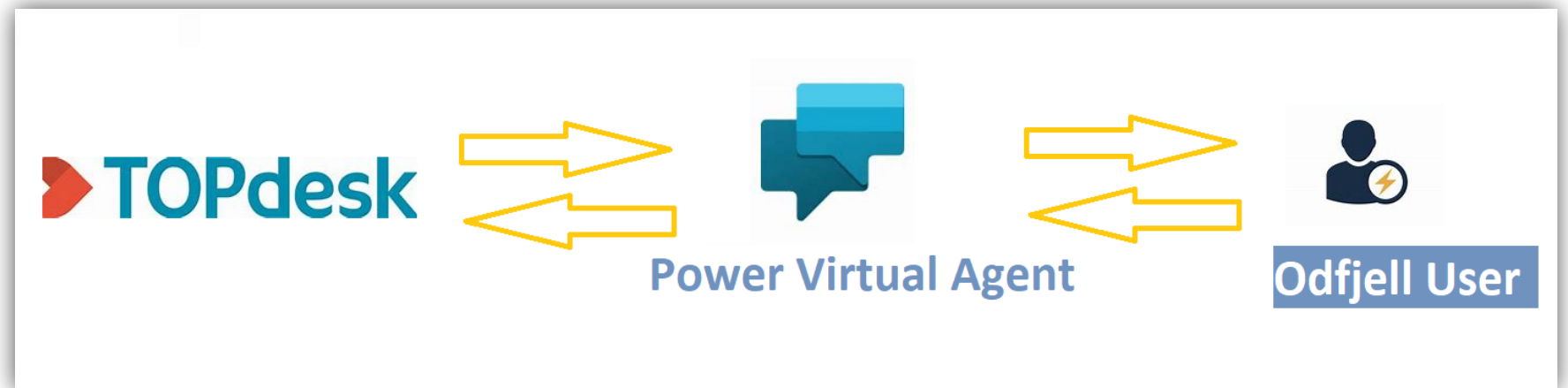
Odfjell Managment
Voyage Number
Claims Handler
Odfjell Ref No
Event Date
Time Barred
Manager
Club
Status In Progress

Changed Reserve	\$
Reserve (Odfjell)	\$
Debit Account	
Credit Account	
Dim 5	
Company Number	Odfjell Managment - 01



So what have we made ?

IT Support creates a Teams based AI bot based on Knowledge Base to support employees:



So what have we made ?

IT Support created apps to simplify ticket and equipment handling



<
IT Support

Creating Incident

Who:

Caller Name

What:

Request

Cancel

Submit

IT Accessories

SELF-SERVICE

Please click a category
and register the item you want

Phone Accessories

Desktop Accessories

Other Accessories

Summary

- Your employees are already using low code.
- Get on top of the situation.
- Establish Center of Enablement.
- Enforce governance.
- Enforce security policies.
- Announce and encourage for low code digitalization amongst employees.
- Make room for employees themselves take ownership of the digitalization process.
- Be curious and creative!



Thank you!

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