

Case Study



novaAudit supports Swisscom in audit management

Company Profile

Swisscom is the leading telecommunications and one of the leading IT companies in Switzerland, headquartered in Ittigen near the capital Bern. Outside of Switzerland, Swisscom is particularly present in Italy. Its subsidiary, Fastweb, is one of the largest broadband providers there. More than 19,700 employees generated net revenue of over CHF 11 billion in 2023. Swisscom is one of the most sustainable companies in Switzerland and Europe.

Technologies

#novaAudit

#Power Platform

Challenge

- Swisscom wanted to strategically move to the cloud and therefore needed to replace the SharePoint-based novaAudit solution
- The previous solution was customized - the new one needed to be developed more in the direction of a standard solution

Solution

- Development and implementation of the cloud- and Power Platform-based audit management solution novaAudit - Power Cloud Edition
- Automated workflows with Microsoft Power Automate
- Integration of Microsoft Power BI for transparent reporting and analysis
- Incorporation of action tracking with a portal via Microsoft Power Pages

Benefit

- No-code/low-code solution offers flexibility and adaptability (even self-service)
- Higher level of automation makes processes faster and simpler
- Highest security standards through integration into the company's own Microsoft Cloud
- Easy integration into IT infrastructures thanks to M365

New State-of-the-Art Audit Platform for Transparent and Rapid Auditing Process

Swisscom is not only the leading telecommunications provider, but also one of the leading IT companies in Switzerland. To further enhance their outstanding market position in the future, regular audits support the company's high-quality performance. The audit team at Swisscom consists of six individuals, thus prioritizing efficiency and focus on the auditing process – time-consuming, partially manual, and error-prone tasks such as extensive post-documentation should be reduced.

For these reasons, Swisscom introduced the SharePoint-based solution novaAudit from novaCapta in 2011. novaAudit, as an all-in-one solution, enables transparent, fast, and simple audit management from annual planning to reporting, eliminating the need for additional platforms for auditing. In close cooperation, the workflows in novaAudit were tailored precisely to Swisscom's needs without having to change the functionality of the standard solution.

Advancement of novaAudit towards the Cloud

It became apparent that the previous solution was no longer state-of-the-art in technological terms, was losing speed, reached its end-of-life, and no longer fully met the needs. Moreover, Swisscom wanted to replace the base infrastructure of novaAudit, as Enrique Ferro, Head of Internal Audit IT at Swisscom, explains: „We decided to move to the cloud and largely shut down our on-premises infrastructure. However, we were very satisfied with novaAudit and wanted to ‚take it with us.‘ Therefore, we engaged with novaCapta to jointly find a future-oriented solution.“ Additionally, Swisscom aimed to enhance performance and transition from a heavily customized solution with many specializations back to a standard solution.

novaCapta also pursued a strategic realignment of novaAudit in the cloud. For the solution's realignment, it partnered with experienced partners like Swisscom for specialist expertise. This collaboration resulted in a tailored audit management solution that can be used for various purposes.

The outcome: novaAudit - Power Cloud Edition is a cloud-based solution rebuilt with Microsoft Power Platform components. The foundation comprises Microsoft Cloud services such as Power Apps and Power Pages, Power Automate for structured workflows, Power BI for reporting, and Dataverse as an extremely simple and scalable database. This combination ensures even more efficiency, flexibility, and expandability – thanks to the low-code/no-code approach, customers like Swisscom can independently handle flow customizations. The solution itself runs in Swisscom's Microsoft environment, meeting the highest security standards.

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We collaborated in a very agile way with novaCapta, and our needs were always taken into account. With novaAudit, we can meet all the requirements of our internal audit and the challenges regarding the confidentiality of our data and increase our efficiency.



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As a cloud-based solution, novaAudit does not need to be installed on a fixed device, allowing access anytime and anywhere. Finally, novaAudit seamlessly integrates into the Microsoft environment and tools such as Outlook and Teams, enabling quick, easy, and transparent communication with auditees.

Accelerated Processes Thanks to Power Platform Components

The novaAudit Power Cloud Version offers several advantages over its predecessor. For Enrique Ferro, two aspects stand out: „Firstly, we benefit from improved reporting thanks to Power BI. Through the automatic updating of data, it is further easy to access and share data. Secondly, follow-up communication with the audited units is now simpler and faster: through Power Pages, information and feedback on the implementation of agreed measures can be transparently documented, significantly speeding up the process.“ Overall, with novaAudit, a fully integrated process for planning and conducting audits is possible, seamlessly integrated into the existing Microsoft 365 environment and thus the familiar user interfaces.

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