eGroup | ENABLING TECHNOLOGIES | Microsoft

Enhancing NEPO App Functionality and Planning App 2.0 for Texas Water Utilities Association

Close Date	Segment	Industry	Org Size	Deal Highlight	Products & Services	Partner	Customer	Competition
Nov. 2025	SMB	Nonprofit	10 employees	Fabric and AI Design Sprint brings TWUA Efficiency and Data Modernization	Microsoft Fabric & Copilot Agents	eGroup	Texas Water Utilities Association	n/a

CHALLENGE

The Texas Water Utilities Association relies on their NEPO app for critical functions including voice verification for online class attendees, polling for material retention, reporting for audits, and managing authentication and registration. However, the app was generating duplicate numbers and records, failing to run reports consistently, and lacked a streamlined method to track shipments of hard copy content manuals. Internal attempts to resolve these issues had been unsuccessful.

SOLUTION

eGroup Enabling Technologies conducted a design sprint to plan "App 2.0," focusing on enhanced functionality, improved user experiences, and additional capabilities beyond a cosmetic upgrade.

Using Microsoft's Power Platform, the engagement addressed existing NEPO app issues, including fixing duplicate reporting, troubleshooting permissions, correcting voice verification email alerts, optimizing report generation, and resolving flow error messages.

OUTCOMES

The engagement is ongoing, with immediate fixes applied to critical app functionality. Deliverables include Business Process Flow diagrams and a High-Level Change Impact Assessment, laying the groundwork for future improvements and ensuring a more robust, scalable application.

TEAM

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