nintex

How 7 companies reduced risk with better processes

Contents

Manage risk with process

Businesses are exposed to many risks every day. Operational, reputational, financial, legal, regulatory, and security risks pose very real threats to organizations of all sizes. If it's your job to worry about risks from any of these potential angles, this eBook is for you.

The key to reduction in risk across organizations is process management and automation. When businesses manage and automate their processes in the right way, they build in consistency, efficiency, accountability, and compliance, all of which enable the business to greatly mitigate risk, scale better and compete.

Those who don't manage and automate their processes leave themselves vulnerable. In fact, some organizations can lose up to $1.3 million a year due to inefficient processes.

We'll explore the business challenges that exposed the seven organizations to risk and show how Nintex successfully addressed these challenges and delivered transformative benefits.

The seven organizations described in this eBook have chosen to proactively reduce risk through better process, leading to positive results, such as:

→ **Delivering improved community services**

→ **Simplifying ISO certifications**

→ **Boosting business agility and competitiveness**

→ **Improving customer experience**

→ **Complying to consumer privacy laws**

→ **Avoiding patient data errors**

→ **Ensuring building safety compliance**

Execute a remote-first strategy

Enjoying a trip to a local park, paying rates or property taxes, or even turning on a tap and having clean running water are some of the different services provided to the community by Christchurch City Council in Christchurch, New Zealand. But most people living there go about their daily activities without thinking about what goes on behind the scenes to make these community services available.

Over 2,800 staff at the council deliver many services that provide quality outcomes to the community. Representing 392,000 people, the council was pursuing a new remote-first work model for their staff.

In a post-COVID world where hybrid and remote working is now the norm, government services must function from home and the office. Not only do services need to be efficient, but knowledge management is key to ensuring smooth government operations, interactions, and delivery.

CHRISTCHURCH CITY COUNCIL

Risk

Transforming local government operations to suit a remote or hybrid working model is always going to present risk. From cloud migration, to capturing organizational knowledge, there are numerous aspects to consider when digitally transforming operations.

At Christchurch City Council, manual and out-of-date processes were omnipresent. Moreover, organizational knowledge was not being captured correctly through process documentation. Documents were also being lost altogether as staff left their positions.

With all the sensitive data that's collected, as well as the services that had to be rolled out daily, Christchurch City Council needed to identify processes that were ripe for documentation and ongoing process management. This would enable their remote working model to succeed. Once implemented, their team could deliver vital services and retain essential knowledge without creating information siloes.

Solution

[Nintex Process Manager](#) became a vital tool in identifying, optimizing, and driving efficiency across Christchurch City Council. By establishing total process visibility, unearthing risks, and identifying improvement opportunities, the council gained control over all processes.

From there, it began to pinpoint outdated processes that left the council vulnerable to exposure and compromised the implementation of its remote-first strategy. By isolating the inefficient processes, the council could ensure greater collaboration and connectivity for its team to provide the best for the community.

Results of process management

Removing manual and outdated processes has led to the following successes:

Dashboards enable insights
Dashboards, based on details from Process Manager, now provide a compelling way to visually report information and deliver business intelligence insights to the executive teams.

Immediate value delivered
Immediate value is delivered to teams with compliance requirements by documenting processes to reduce risk and provide consistent service delivery.

Retain institutional knowledge
Better retention of institutional knowledge through documented processes to enhance decision making.

Christchurch City Council's automation journey is not over. Seeing the huge benefits that process management has brought, the council has several strategic priorities in the pipeline. These include implementing end-to-end processes that support multiple departments across the local government institution and help drive even more quality services to the community.

"Understanding how people work, and documenting and managing processes through a continuous improvement review cycle can help deliver successful outcomes. As we move towards new ways of working, process management can help underpin good work practices."

Gary Tibble - Process Manager Promaster and Continuous Improvement Specialist - Christchurch City Council

Simplify ISO certifications process

Compliance is vital for IT organizations. Without adhering to international standards, it's difficult to build a trusted brand, even if your product functionally is the best out there.

Agilyx, a global IT services company, sells, maintains, and supports ERP (Enterprise Resource Planning) systems for large organizations like the NZ Post and the Queensland Government. Headquartered in Sydney, Agilyx has grown to include offices in Canada, the UK, Singapore, New Zealand, and Australia. This has added greater complexity to their operations, as they needed to prove their products matched standards and process regulations worldwide.

To address this, Agilyx recognized the importance of ISO 27001 accreditation. Agilyx needed a solution that would simplify and streamline their ISO certifications process while ensuring the highest level of security and compliance. Plus, they required a better way to document and communicate processes across their operations worldwide to ensure they were internationally compliant.

Risk

Information security is critical for Agilyx, which is why ISO 27001 accreditation was essential. However, the road to ISO certification is not without its challenges. Obtaining and maintaining ISO certifications, including ISO 27001, can be a time-consuming and resource-intensive process. It requires a comprehensive evaluation of an organization's information security practices, policies, and controls, followed by the implementation of necessary improvements and ongoing monitoring.

Integrating compliance systems, such as ISO 27001, into day-to-day operations brings its own set of risks and complexities. The complexity arises from the need to align existing processes and practices with the standard's requirements. It involves identifying potential vulnerabilities, implementing appropriate security measures, and ensuring that all employees at Agilyx are aware of and adhere to the established protocols.

Any disruption or failure in compliance can lead to severe consequences, including financial loss, reputational damage, and legal implications. This risk of non-compliance is particularly significant for IT organizations, where adherence to industry standards is mandatory.

Solution

To better mitigate non-compliance risk and manage the complexity associated with integrating compliance systems into day-to-day operations, Agilyx turned to Nintex Process Manager's risk and compliance add-on.

By leveraging Nintex Process Manager's capabilities, Agilyx was able to move their critical information security management system with ease. The risk and compliance add-on provided them with the tools to document and communicate processes effectively across their worldwide operations, ensuring consistency and alignment with ISO 27001 requirements.

Results of process management

Since implementing process management into their operations, Agilyx has achieved the following:

Easier auditing
Easier auditing of risk treatment processes.

15% **Decrease in energy use**
15% decrease in energy usage in just three months.

ISO **ISO certification**
ISO 27001 certification, with less administration.

By simplifying their ISO certifications process using Nintex Process Manager, Agilyx was able to enhance their information security management system, improve operational efficiency, and thrive in a highly competitive and regulated industry.

"The external auditor absolutely loved it. I could pull up a risk treatment and click right through the process to show how we controlled that risk."

Matthew Pritchard - Global Operations Manager - Agilyx

Agilyx

Boost agility and competitiveness

Digital transformation offers immense potential for energy companies to optimize their operations, enhance efficiency, and unlock new growth opportunities. However, there are inherent risks that come from navigating a transformation journey.

Apex Energies, a renewable energy company based in southern France, had ambitious plans for the future and needed a way to map its processes. Mapping processes correctly would enable them to build a clear picture of employees' roles and responsibilities so they could improve them to boost operational performance and achieve their long-term targets.

How 7 companies reduced risk with better processes in RPA

Risk

Transitioning to a continuous growth mindset can present significant challenges for companies across various industries, including energy companies like Apex Energies. It requires a fundamental shift in thinking and operating, with a focus on constantly assessing and improving processes to ensure they can scale and align with the company's vision.

For Apex Energies, this transition was particularly crucial as they experienced buoyant growth and placed a strong emphasis on continuous improvement. They recognized the need for a comprehensive solution that would enable them to effectively map, document, share, and improve their processes in a collaborative and scalable manner.

Without the right tools and strategies in place, the risk of stagnation and inefficiency could hinder Apex Energies' ability to sustain their growth and competitive advantage. In an industry as dynamic as renewable energy, where technological advancements and market conditions constantly evolve, it is essential for companies to remain agile and adaptable.

Solution

Apex Energies found the solution they were looking for in Nintex Process Manager. By leveraging the capabilities of Nintex Process Manager, they were able to model and continuously optimize over 300 processes. The software became a key enabler of the company's system quality management program, allowing them to streamline their operations and improve overall efficiency.

Nintex Process Manager not only facilitated process improvement but also empowered Apex Energies' IT department to develop custom applications tailored to specific business needs. This flexibility allowed them to meet unique requirements and further enhanced operational performance.

Results of process management

Through using Nintex's solutions, Apex achieved the following:

300 **Improved processes**
Documented and improved more than 300 processes.

Easier collaboration
Processes are no longer in silos and there is easier collaboration across all departments.

Faster onboarding
Faster onboarding of new hires.

A year since Nintex Process Manager was rolled out, Apex Energies plans to opt for the risk and compliance add-on to ensure that its operational processes remain compliant with risk management rules and regulations. And that's not all. Apex also intends to automate some of its processes with Nintex Automation Cloud.

"Nintex Process Manager lets us oversee, adopt, and quickly implement changes to our processes. The software is an important enabler of our rapid growth, helping us transition to a continuous process improvement model as we strive for operational excellence."

Mina Boulkarakir - QHSE Manager - Apex Energies

apexenergies

Improve customer experience

The financial services industry is undergoing a significant transformation driven by digital technologies. However, there are inherent risks that need to be navigated and areas where process management and automation can help.

Auswide Bank, headquartered in Bundaberg, Australia, has been at the forefront of helping over 85,000 customers in the Queensland region access banking and financial services. With 250 employees and over $3 billion in assets, they wanted to understand the bank's processes so they could improve customer experience and drive digital transformation.

But Auswide had no standardized or centralized approach to documenting and storing its business processes. Existing procedures were Word documents saved as PDFs to SharePoint, in multiple versions that were difficult to find. Plus, home loan applications relied on manual data entry, paper forms, and Excel spreadsheets. This often resulted in data errors and poor communication with lenders, customers, and brokers.

AUSWIDE BANK

Risk

Digital transformation can enhance customer experiences through personalized services, self-service options, and seamless digital interactions. But there is a chance of alienating customers who prefer traditional channels or are skeptical about digital security.

Auswide Bank recognized that trust was key to their organization. Without it, they would risk losing their most valuable asset — their customers. Their digital transformation had to adopt processes that would strike a balance between digital and traditional channels, provide robust customer support, and prioritize transparent communication to build and maintain loyalty.

Solution

Auswide Bank needed easy-to-use tools for process management and automation, and to improve business processes and customer experience.

To help support this effort, Auswide Bank has implemented Nintex Process Manager to fully map its processes and find ways to improve them. This allowed the bank to map out its existing processes comprehensively, identifying areas for improvement and optimization. The ability to visualize and analyze processes through Nintex Process Manager empowered the bank to streamline operations, eliminate bottlenecks, and enhance overall efficiency.

The bank also leveraged Nintex Forms and Nintex Automation Cloud, two automation products instrumental in supporting and optimizing various customer-facing processes within Auswide Bank. For instance, loan originations and personal banking processes were streamlined using Nintex Forms, which enabled the creation of intuitive, user-friendly digital forms. These forms simplified the application process for customers, ensuring a seamless and convenient experience.

Results of process management and automation

With multiple Nintex solutions integrated into its operations, Auswide have:

5x **Improved services**
Achieved 5x improvement of loan origination services.

900 **Mapped processes**
Mapped 900 processes.

Improved collaboration
Improved collaboration across the organization.

By implementing the Nintex Process Platform, the bank has overcome customer experience challenges associated with financial services and optimized many of its customer-facing processes to meet the needs of the digital world.

Without a doubt, at Auswide Bank, we believe our size and our scale is an advantage. So, we can find solutions to problems and implement them, such as Nintex and Process Manager. And we can actually be far more nimble, far more innovative than those larger organizations.

Damian Hearne - Chief Customer Officer - Auswide Bank

Meet consumer privacy compliance requirements

Complying with regulations is essential for organizations in the food and beverage industry. Failure to do so leads to heavy fines, loss of reputation, and more.

New Belgium Brewing, based in Colorado and with operations in North Carolina, learned they would have to comply with privacy regulations declared in California. At the end of 2018, the California Consumer Privacy Act (CCPA) was passed with provisions covering California consumers doing business with out-of-state companies.

The compliance details that New Belgium Brewing needed weren't available until the following July, and the company had only five months to develop a compliance system by the law's deadline of December 2019. If not, they faced financial penalties.

NEW BELGIUM BREWING

Risk

Non-compliance with privacy regulations, especially the CCPA, can have far-reaching consequences for food and beverage companies.

The California Attorney General's office has the authority to impose fines of up to $7,500 per violation. Considering the vast amounts of customer data that food and beverage companies like New Belgium Brewing handle, the potential financial impact of non-compliance can be staggering — with small and medium-sized enterprises being crippled by such penalties.

Failing to protect consumer privacy also undermines trust and damages reputation. Consumers are increasingly concerned about the security of their personal information, and a breach of trust can lead to a significant loss of customer loyalty.

Affected individuals can file lawsuits against companies that fail to protect their privacy rights. Legal battles can be time-consuming, expensive, and distract businesses from their core operations, impacting overall productivity and profitability.

Solution

New Belgium Brewing had already been using Nintex for 12 years. This partnership had enabled them to streamline automated workflow solutions for everything from human resources and sales to volunteer management, planning product launches, and tracking beer shelf-life. They recognized that we were the ideal partner to help them develop a solution.

The CCPA-compliance solution is among the broadest Nintex-based solutions at New Belgium Brewing, engaging the company's marketing, sales, environment health and risk, HR, and even corporate sustainability departments. It helped to develop an accurate, standardized way to respond to privacy requests from California's residents.

Nintex Automation Cloud and Nintex Forms solutions facilitate every step of the process, providing seamless experiences between the company and consumer.

Results of process automation

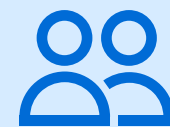By collaborating once more with Nintex, New Belgium Brewing has achieved the following milestones:

Fast and easy solution
A fast and easy solution that was created in just one month.

Fast customer response
Respond to consumers twice as fast as the law requires.

Improved collaboration
Improved collaboration across the organization.

By prioritizing compliance and leveraging automation technology, New Belgium Brewing has safeguarded their reputation and ensured adherence to privacy regulations in the ever-evolving digital landscape.

We have other tools; we're a big Microsoft shop. But I know I can do it simpler and easier, and get it done faster, with Nintex.

Tye Eyden - Collaboration Business Systems Analyst - New Belgium Brewing

Avoid patient data errors

The healthcare sector requires efficiency to run its day-to-day operations. Every second is vital to providing exceptional patient care and running healthcare administrations. Which is why processes need to be seamless across all departments and partners.

New Bedford Corporation, a medical billing service based in Virginia, faced the daily task of tediously entering patient care data into their Vitera Intergy Practice Management application by hand. Every week, thousands of medical charges — records with up to 40 different pieces of information including name, address, and specific treatment — are received, entered, and cross-checked for accuracy and insurance information.

A new and more efficient process was needed, one that would cut time and risk.

NEW BEDFORD CORPORATION

Risk

Manual data entry is always prone to risks. New Bradford Corporation risked keying errors, delays, and legal implications inherent in handling sensitive medical information, not to mention the cost of employing workers to perform the job.

New Bedford employees had to personally review patient records, record, and manually enter data like patient name, location, and treatment into their proprietary billing software. Here, codes and costs were assigned, and the records were then exported daily in a spreadsheet.

At up to 30 seconds for each of the 1,000 records daily, New Bedford needed as many as eight hours each day to load patient and billing data by hand.

Solution

After a careful evaluation of effectiveness, ease-of-use, and value, New Bedford Corporation chose Nintex RPA (Robotic Process Automation) to automate their billing-data entry, which dramatically improved their productivity.

With its user-friendly interface, task mining capabilities, integration options, intelligent automation, analytics, and scalability, Nintex RPA provided New Bedford Corporation with the tools they needed to automate manual data entry tasks and optimize their workflows for enhanced productivity and business success.

Results of process automation

Integrating Nintex into their operations has helped New Bedford Corporation to:

62% **Time saving**
Complete 6 record entries per minute (62% time savings versus error-prone manual entry).

Free employees to build value
Free employees during working hours to build value in other ways.

$70K **Reduce costs**
Save up to $70,000 per year.

By implementing Nintex RPA, New Bedford Corporation eliminated the risks associated with manual data entry and prevented costly errors from occurring. The automation solution provided them with a seamless and efficient process for handling patient data, reducing the chances of errors, delays, and legal implications.

"Nintex RPA reacts when a problem is caught. We call that intelligent data entry."

Johnathan Ferrell - President - New Bedford

NEW BEDFORD

Ensure building safety compliance

Hernando County School District, in Florida, needed to formalize and automate processes within its facilities and construction department. With construction going on almost all the time, the issuance of building permits was a crucial process. Under Florida statute, the district was responsible for ensuring that all its permits met building, fire, and life safety code requirements.

The department needed software that could address the district's full range of construction and operational processes — within their tight public sector budget. Their answer was Nintex.

HERNANDO COUNTY SCHOOL DISTRICT

Risk

Building safety compliance is a critical aspect for the Hernando County School District, as failure to meet the required building, fire, and life safety code requirements can result in grave consequences.

Non-compliance with safety regulations can put students, staff, and the public at risk, leading to potential injuries, property damage, and even legal liabilities. Manual processes can also introduce human error and oversight, making it challenging to ensure consistent compliance with safety standards.

Moreover, the district's growing construction projects increased the complexity and volume of permits — further increasing the probability of non-compliance.

Solution

To address these risks and streamline their permit processes, the Hernando County School District turned to Nintex and deployed our entire process platform. They implemented Nintex Process Manager, which allowed them to map and understand their existing processes. By gaining better visibility into their construction and operational processes, they were able to identify bottlenecks, inefficiencies, and compliance gaps.

The district also chose Nintex Forms and Nintex Automation Cloud to automate their newly documented processes. Nintex Forms simplified data collection and ensured consistent and accurate information gathering. Nintex Workflow automated approval processes, eliminated manual handoffs and reduced the risk of delays and errors. This automation not only improved efficiency but also provided a standardized and auditable process for building safety compliance.

Other Nintex solutions, like Nintex DocGen® and Nintex eSign were also utilized to automate document creation, distribution, and signature, bringing the Hernando County School District's automation journey full circle.

Results of process management and automation

The Nintex Process Platform has delivered the following results for the school district:

100%   **Accurate forms and workflows**
Documented, automated, and 100% accurate forms and workflows.

90%   **Free employees to build value**
90% reduction in employee document handling.

80%   **Reduce costs**
80% decrease in licensing/installation costs.

Easy for non-programmers
Easy for non-programmers to learn and use.

By documenting, managing, and automating their permit processes with Nintex, the Hernando County School District mitigated the severe risks of building safety non-compliance. Additionally, the district optimized their use of resources, ultimately benefiting students, staff, and the community.

"Like so many organizations, particularly in the public sector, our people have been overwhelmed by growing workloads. We're using Nintex to alleviate this problem and do more with less. We now complete the building permit approvals in half the time."

Brian Ragan - Director of Facilities and Construction - Hernando County School District

Reduce risk with the Nintex Process Platform

Throughout this eBook, we have explored the stories of seven companies that successfully reduced their business risks with the Nintex [Process Platform](#). These companies have improved community services, simplified ISO certifications, boosted agility and competitiveness, enhanced customer experience, ensured compliance with consumer privacy laws, avoided patient data errors, and assured building safety compliance.

For these companies and thousands of others across the world in every industry, the Nintex Process Platform has proven to be an easy-to-use and comprehensive solution that delivers faster, more accurate, cost-effective, and compliant processes. It has enabled organizations to improve their business agility, customer experience, and overall profitability.

Whether you lead digital transformation, automation, or customer experience initiatives companywide, run your company's operations, or head up the IT or finance departments, you care about risk.

These seven companies have conquered risk with process.

See how Nintex can do the same for your organization today.

Contact Nintex for a live demonstration

About Nintex

Nintex is the global standard for process intelligence and automation, powered by AI. Today more than 10,000 public and private sector organizations across 90 countries turn to the Nintex Process Platform to accelerate progress on their digital transformation journeys by quickly and easily managing, automating and optimizing business processes. Learn more by visiting www.nintex.com and experience how Nintex and its global partner network are shaping the future of Intelligent Process Automation (IPA).