

Global Logistics Provider saved US\$ 300,000 through quick Process Automation



About Industry and Vertical

A Logistics Multinational, Headquartered in India that comprise of Global Multimodal Transport Operations {(Non Vessel Operating Common Carrier (NVOCC), Lesser Container Load (LCL) & Full Container Load (FCL), Pan India CFS & ICD operations, Project & Engineering Solutions (Project Logistics & Equipment Hiring Solutions), Ship Owning & Chartering and 3PL & Warehousing.

With extensive global network and strategic international engagements, it operates across 90 countries through 190 own offices and more than 1000 employees. It is one of India's largest publicly listed logistics companies. Through its benchmarked quality standards, standardized processes, operational excellence and world class facilities, is a global market leader in integrated logistics.

The Situation

Being a Leader is not easy. One has to consistently perform and keep retaining the hold. One is seen as a Guru who would lead everyone to whichever direction the Guru takes. At times, you have to be a pioneer as well and be open to new ways of doing business.

With more than 30 years in business, their processes were very well place with seamless operations. They were using few core business applications to manage their day-to-day business operations and along with Custom Built Applications that includes Line of Business Apps to manage people to processes and vice-versa. They always looked to Optimize their Business Processes that in turn save Operational Cost, Increase Profits and improve Customer Experience.

Whenever they decide to optimize any process, IT team needs to invest lot of time to change business rules and process flows in existing applications, and in case customization is required then they have to

reinvent the whole wheel again. This results in delays in updating existing processes, loss of productive time and unsatisfied internal business users.

The Challenge

Business users comes up with new processes every day, every week, every month where internal IT team separately needs to spend time on developing these new processes in existing applications. This all went on for almost a year and one fine day CIO realized they have more than 500 processes which includes simple and complex both. Simple processes where the approval cycle is restricted to 2 level is quite manageable, but managing complex processes has become very cumbersome. Information worker's expectations were increasing day-by-day and it started hampering their work if they don't get the result from internal IT. Apart from above mentioned problems, there were certain other challenges which are given below:

- 1 Email based approval process became biggest hindrance which results in delays and it directly started affecting customer service which was not acceptable to management.
- 2 They had several examples where workflows need to talk to another system and having multiple systems in place, it became problematic to identify which process need to talk to which system.
- 3 Since previous process automation was so slow, most processes remained manual. Many processes were handled through the use of Excel spreadsheets, email, conference calls, and sending paper documents through an approval chain. This resulted in a lack of efficiency, issues with quality and consistency in processes, and lack of transparency into process completion.
- 4 Employees on the move finds it difficult to collaborate with other employees who are working inside office.

The existing systems are capable in handling core business processes related to Freight Management, Service Contracts, Transport Management, Warehouse Management, Fleet Management, Financial Accounting, HR, Procurement, Sales & Marketing etc.

There are few business processes which are not core business processes, but necessary from business perspective. All these processes has to be automated to bring clarity in business and help generating meaningful business intelligence for growth and expansion.

The Solution

Initially, People's Techno invested time to understand existing processes and how they were managed currently. After gathering all the facts, People's Techno proposed Microsoft SharePoint 2013 based intranet portal which will act as a mainstream application and employee just need to log in into this portal to get information relevant to his/her role. At the backend, this portal is integrated with other Line-of-Business applications. The Organization also selected the Nintex workflow platform for its intuitive workflow designer, logic and flow, ease of use and implementation, ability to integrate with other systems within a workflow, and user interaction. Additionally, because the workflow designer works with SharePoint, standardizing across the organization on Nintex for workflow development complements the Organization's existing technology strategy.

Results – The *Organization* found that:

Automating processes with the Nintex workflow platform has enabled productivity gains for the business and IT. The most significant benefit of using the Platform has been improved process efficiencies due to workflows. Shortly after deploying the first set of workflows, users of those processes began to realize time savings. Over time, as user adoption grew and new workflows were introduced, these time savings compounded. Additionally, processes are conducted more consistently, with fewer errors or delays; workflows ensure that every process that's started is compliant with regulations and doesn't result in litigation; and interactions with customers and other external parties can be completed more efficiently and in line with best practices. Aside from the monetary value of this time saved, non-quantifiable benefits that the Organization experienced because of these improvements include reduced fines and litigation costs, better engagement and collaboration with colleagues and external partners, higher customer satisfaction, and incremental revenue from completing projects more quickly.

Developing workflows with a drag-and-drop designer speeds delivery of automation and opens the door for partnership with business users. With the Platform, the Organization is able to reduce the amount of time it takes to develop workflows by an average of 60%. Previous frustrations around the pipeline of requests from the business to automate processes are significantly reduced. In addition, the Organization is able to create more flexibility for end users by providing them the option to build simpler workflows on their own. A three-person IT team acting as a Nintex Center of Excellence (CoE), including an architect to build Nintex workflows, has also trained three business end users who are more tech-savvy to act as business specialists in their regions. Business users who want to automate a simple process then have the ability to either engage with these business specialists to develop those workflows or engage with the architect. The CoE retains governance over those workflows created by the business specialists to ensure that they are developed in line with the Organization's guidelines and standards, and they continually re-evaluate the balance between governance and self-service for the business to ensure an optimal pace of automation.

The ease of use of the Platform reduces the burden on IT. Not only is developing workflows much easier and less time consuming, but using the Platform provides the agility to quickly make changes to workflows as business processes evolve. Additionally, due to this ease of use, the CoE has the opportunity to encourage more business end users to develop their own workflows, further reducing the queue and reliance on IT for automation.

Benefits

The Organization experienced a number of quantified benefits in this case study:

- Improved business end user productivity.
- Improved IT FTE productivity.
- Cost avoidance for prior workflow development and management.

The Organization identified several additional benefits that were not able to be quantified. These include:

- The ability to easily collect and share best practices and lessons learned across the organization. The results are higher quality of work, reduced errors, and improved engagement with colleagues and customers.
- Better compliance with external regulations due to the structure and consistency provided through Nintex Forms and Nintex Workflow. This leads to reduced litigation costs and fines.
- Incremental revenue from additional projects that were completed due to process efficiencies.

Below table shows the total of all benefits across the three areas listed above:

Benefit	Year 1
Improved business end user productivity	\$200,000
Improved IT FTE productivity	\$56,000
Cost avoidance for prior workflow development and management	\$55,000

Business functions automated few processes using SharePoint and Nintex Workflows:

- **IT:** Help Desk Processes, Hardware and Software Provisioning, Upgrade and Maintenance Processes
- **Human Resources:** Employee On-boarding, Performance Management, Vacation Requests
- **Finance:** Invoice Processing, Expense Management, Compliance
- **Sales:** Sales Order Processing, Customer Life Cycle
- **Marketing:** Press Releases, Content Approval, Campaign Management
- **Facilities:** Work Orders, Lease Agreement Processing, Move In/Out Requests
- **Procurement:** Purchase Orders, Master Service Agreements, RFI/RFP Process

About People's Technology Resource

PTR is a Microsoft Gold Certified Partner and a global leader in providing innovative and comprehensive software solutions. With a proven track record in providing quality, cost effective and timely Information Technology professional services and solutions, PTR merges people, technology and resources to deliver value. Headquartered in Delhi, India, PTR has two offshore locations at Hyderabad and Pune in India.

PTR helps clients in following areas:

Enterprise Solutions: Business Process Automation, Business Intelligence & Reporting, Enterprise Mobility, Enterprise Content Management, Enterprise Portals and CRM Solutions

Technology Services: Product Engineering, Application Development, Application Migration, Application Integration, Testing & QA and Application Maintenance & Support

To learn more about how you can benefit from our IT expertise and professional services, please visit our website www.peopletechnology.in or send us an email to hello@peopletechnology.in