Australian Port Streamlines Complex Projects with Nintex

Nintex Advanced Workflows and Modern Forms accelerate cost savings and add business value for project development management.

**Organization**
Fremantle Ports

**Website**
www.fremantleports.com.au

**Industry**
Government

**Country**
Australia

**Business situation**
Fremantle Ports manages large capital projects and recognizes the value of process automations that reduce risk, are cost effective and facilitate compliance.

**Solution**
Fremantle Ports worked with Diversus to build a custom Project Development Register (PDR) with Nintex Workflow and Nintex Forms. PDR provides project development updates to stakeholders and aggregates project development information for easy viewing.

**Benefits**
- Speeds project approvals and improves project delivery
- Facilitates compliance, auditing, and decision-making
- Enables better project planning, resulting in better project execution
Project optimization with process automation

Fremantle Ports, strategic manager of one of Australia’s largest general cargo ports, adopted a Nintex-based solution for the planning, development, and implementation for all complex projects. This solution speeds the development of project concepts, streamlines compliance activities, reduces risk, adds value to project outcomes, and optimizes project costs. It ensures that planners and managers have the right information at the right time to make the right decisions. Full project visibility and approval alerts keep projects on track. No wonder user adoption was quick, broad, and enthusiastic.

As with many major developments, some capital projects undertaken by Fremantle Ports have lengthy lead times, which can add complexity and expense. As cost and complexity grow, projects must continue to comply with ever-changing laws and regulatory requirements, fit within budgets, and continue to meet changing customer requirements. Reducing complexity can be challenging, since Fremantle Ports has numerous stakeholders; it draws input to major projects from its four divisions, each participating as appropriate to ensure project success.

Manual templates and decentralised project development processes resulted in additional complexity and challenges for tracking progress.

“The old way of working wasn't meeting our needs in the best way possible,” says Alison Coventry, Change Facilitator at Fremantle Ports. “We wanted a more efficient process in obtaining all the necessary approvals before moving ahead. We wanted all project development knowledge in one place, accessible to everyone who needed it, whenever they needed it.

“The new system helps also ensure that decisions are based on comprehensive, accurate, and up-to-date data.”
Maximizing ROI with existing systems and Nintex

“With the addition of Nintex to our existing systems, we meet our complex project development and compliance needs with a solution that brings all the right people and all the right information together in one place.”

— Alison Coventry, Change Facilitator, Fremantle Ports

With the help of solution provider Diversus, Fremantle Ports did away with manual systems in favor of a streamlined project development system that leverages SharePoint 2013 using Nintex Forms and Nintex Workflow. The system replaces 14 manual forms, automates project development approval processes, and improves overall project outcomes while meeting the specific needs of those involved.

A notable bonus, implementing the Nintex platform for SharePoint allowed Fremantle Ports to maximize its original return on investment on the SharePoint 2013 platform. Diversus also leveraged Fremantle Ports’ existing records management system (Hewlett Packard’s EDRM system) by customizing a connection for storing and accessing files and uploading snapshots of completed gates, or milestones, into the HP Records Manager system. This enables future retrieval during audits and as needed.
Speeds project management, reduces risk

PDR makes it easy for managers to review progress on project development and resource allocations. Approval requirements are more obvious, as is accountability. As managers develop concepts, automatic updates in PDR show the latest designs, dates, approvals, costs and time lines.

Nintex Workflow automates five highly complex business processes. The result is end-to-end workflow that covers all project development steps, including reviews and approvals, to ensure these are made in the right order. This avoids the need to reconsider decisions, backtrack on implementation, rework designs, or address funding gaps. Automatic notifications from PDR reduce risk further by alerting employees to required actions, as well as to new projects or project updates that may affect them.

“Our port planners love that,” says Coventry.

“Our Nintex and SharePoint-based PDR ensures we get approvals done on time, make the right decisions based on the right information, and develop our projects with efficiency and transparency. As 80 percent of project success is in the planning, PDR is delivering great value.”

— Alison Coventry, Change Facilitator, Fremantle Ports
Faster More Accurate Data Capture

Diversus also converted Fremantle Ports’ paper-based project development forms into Nintex Forms. These are faster to use and result in standardized and accurate data capture, thanks to context-sensitive drop-down lists, visual prompts, logical sequencing, and help buttons. Nintex Forms also eliminate the need to re-enter data into separate forms.

PDR aggregates data from the Nintex Forms on the PDR home page, so planners and managers now have a comprehensive view of Fremantle Ports’ projects, including development status. Employees also use PDR as a self-service way to capture and preserve data for projects that may require approval in future years.

User adoption was broad, quick and enthusiastic, Coventry reports. Fremantle Ports quickly expanded PDR from handling only capital projects to also including maintenance and external projects.

Coventry says that PDR is delivering cost savings by minimizing design rework and data entry, storing information and knowledge for effective long-term decision-making, prompting approvals and actions electronically, and involving the right people at the right time.

"With the addition of the Nintex Workflow Platform to our existing system, we meet our complex project development, justification, and compliance needs with a solution that brings the right people and all the right information together in one place," says Coventry. “Our Nintex and SharePoint-based PDR helps to ensure we get our approvals done on time, make the right decisions based on the right information, and develop our projects with efficiency and transparency. As 80 percent of project success is in the planning, PDR is delivering great value.”

About Nintex

Nintex is the global standard for process management and automation. Today more than 8,000 public and private sector clients across 90 countries turn to the Nintex 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).

Product or service names mentioned herein may be the trademarks of their respective owners.