



National Gallery Singapore responds to contingency requirements **with Nintex**

Weeks before COVID-19 was declared a global pandemic, the Gallery implemented a new visitor registration form to support updated business contingency requirements in just 3 days.

Organization

National Gallery
Singapore

Website

www.nationalgallery.sg

Industry

Public Sector

Country

Singapore

Business situation

The Gallery needed to optimize processes across the museum, especially for its front-facing employees interacting with thousands of visitors each day. When the COVID-19 pandemic broke it became even more critical that the museum digitize and automate processes.

Solution

The Gallery adopted Nintex Workflow Cloud to eliminate various forms and workflows museum-wide. The Gallery quickly built and implemented a new visitor registration form (or process) as part of updated business contingency requirements in response to COVID-19.

Benefits

3 days to build, test and implement automated workflow solution
50,000+ visitors' information captured while protecting health and safety
Supports contact tracing and business contingency requirements

Supporting museum operations with a focus on process

Opened in 2015, the National Gallery Singapore oversees the world's largest public collection of Singaporean and Southeast Asian art, a collection of over 8,000 pieces. The Gallery is housed in two national monuments, City Hall and former Supreme Court, which were renovated into the 64,000 square meter art museum located in Singapore's Civic District. With nearly 1.8 million visitors in the last year, the National Gallery Singapore is the most preferred museum in the country.

Operating one of the country's biggest and most popular museums requires effective and streamlined processes. To support this, the Gallery's IT team began leveraging Nintex in 2018 to automate workflows, map and manage processes, and optimize back-of-house and front-of-house operations.

The Gallery uses Nintex Workflow Cloud and Nintex for Office 365 to implement digital forms and workflow automation solutions at the Gallery, as well as Nintex Promapp® to support and improve process understanding. And the demand for Nintex comes all the way from the museum's executive management team.

"Our executive team has encouraged us to map out all gallery processes," says Victor Kong, IT Manager at the National Gallery Singapore. "We want to minimize change requests and that means ensuring that our processes are accurate and up to date."

Nintex Workflow Cloud + Microsoft Teams drives efficacy

Kong worked with SRKK, a Nintex Partner, to implement various Nintex Forms and Nintex Workflow solutions at the museum. One of the first processes they addressed with Nintex is the Gallery's incident reports.

Whenever something happens at the museum that needs to be reported, for example someone touching artwork or damaging an exhibit, the Gallery's usher, security guard, or staff member that witnessed it, must submit an incident report. Previously this meant having to leave their post to complete a paper form and report the incident, resulting in a late reporting and potentially inaccurate reporting.

Using Nintex Workflow Cloud the Gallery created a Nintex Form accessible on multiple iPads around the museum for staff to submit in case of any incident. Once submitted, the information routes to managers for review and approval, and is escalated to the art department for action if necessary. The solution also integrates with Microsoft Teams, creating a notification in a specific Microsoft Teams channel for added visibility.

When the Coronavirus outbreak began, the National Gallery Singapore formed a COVID-19 committee to determine business contingency plans and realized the need to support contact tracing with a new visitor registration form. The Gallery also needed to make the form process as contact-free as possible for its staff and visitors. The committee brought this request to the Gallery's IT team. Kong knew that they could leverage the Nintex Process Platform to quickly deliver a digital form solution.

Nintex Workflow Cloud enables swift response

“Implementing the visitor registration form so quickly just wouldn’t have been possible without Nintex Workflow Cloud. It made solving a business-critical problem fast and simple.”

— **Victor Kong**, IT Manager,
The National Gallery Singapore

Kong worked with Nintex vTE Amin Talebi from SRKK to swiftly implement a new visitor registration form. The visitor registration form was up and running in just 3 days, including testing and review with the COVID-19 response committee.

The solution leverages two workflows built on Nintex Workflow Cloud. When visiting the Gallery, visitors sign in by completing an anonymous form accessible from their mobile device. Once submitted, all details are recorded in a SharePoint online list. If a response meets any flagged parameters, it’s escalated to the museum’s security team.

The visitor registration form’s fields can also be easily updated as requirements and recommendations from regulatory authorities change. And in the case that someone with the coronavirus visits the Gallery, the organization is able to provide data to support contact tracing to relevant authorities with no delay.

Since the solution was deployed at the end of February, more than 50,000 visitors completed the new visitor registration form. Best of all? The National Gallery Singapore can capture all necessary information from its thousands of daily visitors without any additional strain on its employees.

“Nintex has helped us better understand the processes we’ve automated as well as the processes that remain manual. We can operate more efficiently and respond faster than ever.”

— **Victor Kong**, IT Manager, The National Gallery Singapore



The Nintex Workflow Cloud solution was such a success the Gallery has been showcasing it to other institutions needing to support contact tracing during the COVID-19 pandemic. While the Gallery is temporarily closed due to the pandemic, the visitor registration form is sure to play a critical role in its reopening.

The National Gallery Singapore’s IT team continues to look for opportunities to improve its operations by automate workflows, digitizing forms, and mapping processes. Whether it’s responding to a global pandemic or simply reducing the strain on its front-of-house employees, Nintex capabilities are a key piece of the Gallery’s technology stack.

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).

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