



WISE Employment puts Nintex Promapp® to work for process excellence

Not-for-profit employment services provider improves its process management and understanding organization-wide.

Organization

WISE Employment

Website

wiseemployment.com.au

Industry

Not for profit

Country

Australia

Business situation

Struggling with out-of-date, non-standardized process management and little continuous improvement, WISE Employment needed a better way to map and manage its processes organization-wide.

Solution

The organization is using Nintex Promapp® to document its processes and establish a culture of continuous improvement.

Benefits

100 processes published and embedded across the organization

60% increase in disability services market share

Overall process rating of 4.8 out of 5 stars

“Empowering people to enrich the community.”

When the government of Australia changed its rules around Disability Employment Services (DES), employment services providers WISE Employment saw tremendous growth. Previously Australian DES job seekers were referred to employment services providers based on location, but now they could choose the provider they felt would best serve their needs.

The mission of WISE Employment is “empowering people to enrich the community.” Founded in 1992, WISE Employment has grown from two people to a team of almost 1,000 employees. WISE’s ultimate goal is to help the most disadvantaged achieve long-term and sustainable employment. Today WISE helps more than 34,000 people across Australia through their Disability Employment Services and jobactive programs to find sustainable employment each year. In addition to supporting job seekers, the organization also

runs a growing Social Enterprise that provides work for people with a disability through commercial cleaning services and grounds maintenance.

With the new rules, WISE experienced significant growth in business and soon after realized they needed to take a closer look at their processes. The organization struggled with an inconsistent and decentralized approach to process management. Process documents were stored in a combination of Microsoft Word, Excel and Visio. Many processes were out of date with no particular individual responsible for them, mapped in non-standard formats, and stored in various locations

This approach led to inconsistent customer experiences, errors, inefficiencies, duplication of work, and little process continuous improvement. WISE Employment needed a better way to map and manage processes organization-wide. Their answer was Nintex Promapp.

Putting customers at the heart of process

With the support of WISE's executive leadership team, Kon Stoilas, Organizational Development & Learning Manager at WISE Employment, was part of the team that led the initiative to improve processes at the organization. At the start of the project, WISE had nearly 230 processes documented, yet only 34 were current. The rest were redundant or out of date.

"The tools we previously used to document processes just didn't fit our purpose, and consequently, process preparation was timely and inconsistent," shares Stoilas.

Stoilas and his team identified four key goals to implement its Nintex Promapp strategy:

- Create a culture and practice of continuous improvement, which will enable WISE to have the most efficient customer-centric processes
- Place the customer at the heart of their thinking by creating processes that drive efficiency and effectiveness, ensuring positive employee and customer experiences are achieved
- Provide staff with process clarity and consistency, enabling faster and more consistent service delivery
- Quickly on-board new staff ensuring they understand their roles and responsibilities, and support business continuity and knowledge retention in a shifting workforce

Nintex Promapp's easy-to-use navigation allows for WISE employees to map and provide feedback on processes with little training. The navigation is personalized by roles so staff only see the processes that they are in and the processes that they own. Once mapped, WISE can apply value stream mapping and customer-centred design principles to improve the efficiency and effectiveness of their processes. Nintex Promapp makes it easy for staff to collaborate on processes and continuous improvement by providing feedback.

Supporting continuous improvement

“We want to ensure that our processes are customer-centric, that we’re putting the customer first, and making it easier for them to work with us.”

— **Kon Stoilas**, Organizational Development & Learning Manager, WISE Employment

Since implementing Nintex Promapp one year ago, WISE has mapped 100 processes and made significant continuous improvement strides. WISE has taken a pilot approach to map processes and then applying improvement principles. One of the first processes Stoilas and his team tackled was its Disability Employment Services (DES) wage subsidy process.

“To encourage employers to hire individuals with disabilities, the government offers a wage subsidy. For WISE, this requires the end-to-end management of a complicated process involving a lot of steps and different parts of the business,” explains Stoilas. “It has long been a source of frustration, and was desperately in need of improvement.”

Stoilas brought all the key stakeholders of the DES wage subsidy process together to evaluate the current process. They analyzed customer touchpoints, explored ways of making the process easier for the customer and employees, found areas of waste to eliminate, and opportunities for improvement to pursue.

A smarter approach to process

WISE discovered several improvement areas, including unnecessary steps that were eliminated, as well as manual forms and processes that they could automate. “It really showed how we could bring stakeholders from different departments together to work as a team to improve on important processes,” shares Stoilas.

“It’s really about creating a culture and practice of continuous improvement that will allow us to have the most efficient and effective processes for our customers,” adds Stoilas. “Really good processes mean really good results for our customers and our organization.”

The updated process is more effective and less complicated for the job seekers and employers WISE works with, as well as its employees – and the process continues to be improved based on employee feedback.

Thanks to the support and contributions from the WISE CEO, executive leadership team, employees across the organization, and the project team, the initiative was a success. The implementation of Nintex Promapp has contributed to a significant ROI, with WISE experiencing substantial growth.

“We see process excellence as a journey and Nintex Promapp as the key strategic tool within the business to achieve it. This is a long-term strategic approach.”

— **Kon Stoilas**, Organizational Development & Learning Manager, WISE Employment



A long-term journey

Continuous improvement remains an ongoing practice at WISE Employment. Nintex Promapp has helped WISE Employment bring its entire organization together to map and manage processes – but that’s just the start of this journey at WISE.

In just 12 months, WISE Employment has seen over 21,000 process views of 100 published processes across the organization. Employees share that WISE’s processes enable them to be more effective, scoring WISE an overall process rating of 4.8 out of 5 stars.

About Nintex

Nintex is the global standard for process management and automation. Today more than 10,000 public and private sector organizations 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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