



Environment Southland outgrew Visio for process improvement.

With Nintex Promapp[®], after hours issues are resolved, processes are accessible in one place and continuous improvement is supported.

Organization

Environment Southland

Website

www.es.govt.nz

Industry

Local government

Country

New Zealand

About

Environment Southland is responsible for managing the entire Southland region of New Zealand, which covers over three million hectares and includes Fiordland and Stewart Island.

Business Benefits

New staff are brought up to speed faster

Financial savings as existing staff are not interrupted to train new staff

After hours issues dealt with effectively

A single source of information

Standardized processes

Continuous improvement

Growing staff numbers and changing legislative requirements meant the organization needed to rethink the way they recorded and managed their processes. They had been using Visio to record standard operating procedures, which staff found clunky and time consuming. Half the time people didn't even know if a process existed because they didn't know where to look for it.

What they needed was a single source of truth; a place where users could create, edit, review, improve and access organizational processes.

'We had a lot of operating procedures and detailed processes that were in different systems all over the place. We were looking to have one place to put all of our processes, one place for everybody to access those processes.'

— **Paula Burke**, Principal, Records Systems and Office Support, Environment Southland

Nintex Promapp – a perfect match.

Environment Southland were looking for a system that was simple to use and easy to access and navigate. Another factor was scalability. Nintex Promapp, they say, 'ticked all the boxes', so after talking to another regional council who was using Nintex Promapp, they decided to take the plunge.

Initially the council had engagement and support from the director of corporate services but they weren't getting the engagement from third tier management they needed to drive the process culture. Adding the process approval workflow add-on changed that. It put responsibility back into the managers' hands, and once the processes were in the system, they could really see the benefit.

A governance group, made up of staff from across the organization was formed. As Nintex Promapp champions they meet monthly to report on how each area is doing.

Mapping even the small processes – setting up appointments or organizing air travel and accommodation – are considered quick wins.

Managers can direct staff to Nintex Promapp, which has the added benefit of getting them engaged and familiar with the system. The council has also mapped the key processes around legislative requirements, like LGOIMA – the Local Government Official Information and Meetings Act. Now staff can access the process and manage themselves through even the most complex processes.

Nintex Promapp also simplifies onboarding new staff. They can easily see the processes related to their role, as well as the overarching organizational ones.

'It's actually a really good part of induction for our new staff, plus the benefit of the system is that we can leave them sitting in front of Nintex Promapp. and it's so easy to navigate they can find their own way around – they don't need somebody sitting with them, which is a real timesaver. And a financial saving because we aren't interrupting somebody else's time while new staff are still learning,' says Paula Burke, Principal, Records Systems and Office Support, Environment Southland.

'Once we got the process approval workflow add-on in place, managers saw that they actually had to be engaged.'

— **Paula Burke**, Principal, Records Systems and Office Support, Environment Southland

Getting the most out of Nintex Promapp.

The council have also trialed Nintex Promapp's risk add-on in the health and safety area. It's worked so well that they are now poised to roll it out as a risk management solution for the wider organization.

'Nintex Promapp has definitely met and exceeded our expectations. Whenever I have a query, a question, they get right back to us. They practice what they preach, and they are really approachable,' says Paula.

'I am a very structured, detailed person, very process oriented, so for me a system like Nintex Promapp is fantastic. It's also opened my eyes to the fact that there are a lot of people out there that don't think like me, but Nintex Promapp has helped them to get there. It does still work for them - they can actually go in and find what they need.'

— **Paula Burke**, Principal, Records Systems and Office Support, Environment Southland



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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