



Eagle River Water & Sanitation District ends Paper Chase with Nintex

Government agency reduces paper usage by 80% with the Nintex Platform.

Organization

Eagle River Water & Sanitation District

Website

www.erwsd.org

Industry

Government

Country

United States

Business situation

The District needed an easy way to streamline processes, reduce documentation errors, and enable the rapid retrieval of archived data—and it needed that solution quickly.

Solution

Nintex Workflow and Nintex Forms enabled the Eagle River Water & Sanitation District to reduce manual processes and improve data retrieval.

Benefits

80% reduction in paper forms
89% increase in workflow creating speed
Ability to easily re-purpose workflows

Stalled by paper-based processes

With a staff of only four people and a customer base of 10,000, the Lab Department of the Eagle River Water & Sanitation District has to be on its toes all the time in order to keep up with demand. Because it was mired in paper-based processes and the inefficiencies of a remote physical warehouse, the lab team often struggled.

Founded in 1996, the Eagle River Water & Sanitation District was formed after the consolidation of Upper Eagle Valley Consolidated Sanitation District and the Vail Valley Consolidated Water District. Based in Vail, Colorado, the District is a government organization overseeing public water and wastewater treatment systems across 54,000 acres in the eastern part of Colorado's Eagle County.

Most notably, the District owns, operates and maintains the public water system serving the town of Vail. It also operates and maintains the public water system that serves the metropolitan districts of Arrowhead, Bachelor Gulch, Beaver Creek, Berry Creek, Cordillera, Edwards and Avon.

Manual processes squeeze resources

In the Eagle River Lab Department, manual data entry, hand-written forms, and traditional phone and e-mail communication had always dominated business processes. "Our manual processes were not just time-consuming, they were expensive," says Ed Trainer, IT Manager of the District. "Every year they ate up resources equivalent to a fulltime employee."

The District archived its paper documents in a warehouse 18 miles away, necessitating a 30-minute drive each way. When staff members visited the warehouse, they struggled to locate documents. Often, they were forced to comb through 10 years' of boxed-up paper to locate the right materials.

The manual nature of these processes caused delays, user errors, and quality assurance risks that the organization could no longer tolerate. The District needed an easy way to streamline processes, reduce documentation errors, and enable the rapid retrieval of archived data—and it needed that solution quickly.

“It’s been such a relief to know we’ll never have to search through 10 years of paper to find information again.”

— **Ed Trainer**, IT Manager, Eagle River Water & Sanitation District



A better way with the Nintex Platform

Working with IT partner ECS Team, the District evaluated tools such as SharePoint Designer. Ultimately, however, the organization implemented an automation solution using Nintex Workflow and Nintex Forms.

Nintex Workflow is a powerful, easy-to-use workflow designer that improves business processes, and delivers a rapid return on investment. It empowers users with easy yet powerful tools, and lets users monitor, manage and reuse workflows everywhere. Nintex Forms is a designer for Nintex Workflow Task and SharePoint List forms that allows designers to add more functionality and improved user experience to SharePoint forms.

Ending the paper chase

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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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