



Recycler boosts competitiveness with Nintex Workflows

IMS Electronics Recycling drives 120% ROI with digital compliance process.

Organization

IMS Electronics Recycling

Website

www.imselectronics.com

Industry

Advanced Manufacturing

Country

United States

Business situation

The company sought a way to boost compliance while reducing the time and effort required of employees to achieve it.

Solution

With the support of Nintex Solution Provider, Konica Minolta, IMS Electronics adopted Nintex Workflow and Nintex Forms for Office 365 to automate the daily inspection of equipment. Notifications alert managers to equipment needing servicing and update staff on status.

Benefits

Achieved 120% ROI
Saves 5,000 sheets of paper and 1,256 personnel hours per year
Redeployed 50% of factory liaison staff to more strategic tasks

From cost center to driver of business value

“If tools like Nintex for Office 365 didn’t exist, we’d be at considerable risk of not staying competitive in the marketplace.”

— **Robert Benavent**, Director of Compliance,
IMS Electronics Recycling

Robert Benavent remembers the conversation clearly. An executive at his company asked him a question that few directors or managers expect, or want, to hear: “Your department is pure overhead. How does that serve the rest of the company?”

Cost centers at businesses everywhere are being asked that question as markets become more competitive and budgets and margins become leaner. The answer that Benavent came up with is a striking example of how to turn a cost center into a driver of business value and strategic advantage to both safeguard current revenue and drive additional revenue.

Benavent is Director of Compliance at IMS Electronics Recycling, which plays a crucial role in helping manufacturers and others throughout the US to reduce their carbon footprints through responsible recycling of e-waste. Its customers need to comply with an ever-growing range of state, local, and federal regulations. Benavent and his department are tasked with ensuring that IMS Electronics Recycling, Inc. itself complies with a host of federal, state, and local regulations, with the addition of voluntary certifications such as ISO 9001, ISO 14001, OHSAS 18001, and the R2 (Responsible Recycling) standard. That compliance calls for time and effort from employees throughout the company.

The goal: greater compliance with less effort

To reduce his department's "footprint" on the rest of IMS Electronics, Benavent wanted a way to meet increasing compliance requirements while decreasing the involvement of employees around the company.

Benavent turned to workflow automation to achieve this goal. "By automating workflows, we could remove an administrative burden from our people so they could be more productive, while gaining greater transparency, responsibility, and accuracy for the compliance process."

Why workflow—and why Nintex

His vision for achieving that workflow automation was equally clear: Nintex Workflow and Nintex Forms for Office 365. Benavent joined forces with a Nintex Solution Provider, Konica Minolta, to design and build an intuitive and impactful workflow automation solution. "We chose Nintex for Office 365 because of its seamless integration with the Office 365 platform that we already used," Benavent says. "This made Nintex Workflow and Forms a tool that everyone throughout the company could easily use."

As a first project, Konica Minolta worked with IMS Electronics to use Nintex Workflow and Nintex Forms for Office 365 to automate the daily inspection process for equipment. Previously, workers completed paper forms to capture equipment status and those forms were routed to managers to have equipment serviced, repaired, or replaced as needed. Now, workers armed with tablets capture equipment status directly with a Nintex form. The content is stored in SharePoint Online and triggers a Nintex workflow to deliver necessary notifications to the appropriate managers. Managers receive automatic notifications to take action and bring the equipment back into service while other managers receive notifications to implement workarounds until the servicing is complete. Another round of notifications signal when that's accomplished.

Impressive results

“Frankly, our employees were blown away by how easy we’ve made compliance tasks for them by using Nintex for Office 365”

— **Robert Benavent**, Director of Compliance, IMS Electronics Recycling

The results of the company’s first project with automated workflow are impressive:

- IMS Electronics saves 5,000 sheets of paper and 1,256 personnel hours per year.
- It has redeployed half of its factory liaisons to more productive, business impacting tasks and achieved a total 120% ROI in two-years.
- Forms are completed faster and more accurately, eliminating the need for time-consuming follow-up inspections to correct errors.
- Maintenance and repair happen faster so equipment is kept in service longer, boosting the company’s overall productivity and reducing potential OSHA & workman’s compensation liabilities.

Benavent isn’t the only one at IMS Electronics that’s noticed the difference. “Frankly, our employees were blown away by how easy we’ve made compliance tasks for them by using Nintex for Office 365,” he says.

Value throughout the enterprise

And that's the least of the business benefit that the company derives from Nintex for Office 365.

"If tools like Nintex for Office 365 didn't exist, we'd be at considerable risk of not staying competitive in the marketplace," says Benavent. "Our industry is heavily regulated and we need our certifications to compete in the marketplace. Our customers require it. The jurisdictions in which they operate require it. If we lose a certification, we risk losing customers and being locked out of markets. We use Nintex for Office 365 to boost our compliance even as our business grows and we reallocate resources."

All of which explains how a cost center like Compliance can deliver business value to an entire enterprise— with a little help from Nintex for Office 365.

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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