



Construction firm KBA, Inc. builds **business and client satisfaction with Nintex**

Productivity goes up 25-50%, staffing is more agile and workflows are faster and more accurate.

Organization

KBA, Inc

Website

www.kbacm.com

Industry

Construction

Country

United States

Business situation

When its public-sector clients tightened their construction project budgets after the recession in the late 2000s, KBA needed to boost efficiency and client satisfaction in the face of sharper competition.

Solution

KBA uses Nintex Workflow, Nintex Forms, and (soon) Nintex Mobile for processes that flow between headquarters and remote job sites, plus a growing range of intra-office processes in Operations, HR, Finance and IT.

Benefits

Jobsite productivity of KBA employees is up 25% to 50%, so clients can get more for less

Clients gain real-time visibility into project stats, helping to boost satisfaction

Standardized, automated processes across the firm make it easier to KBA to move personnel from project to project as needed

Manual processes that resulted in errors and delays

“We’ve found that with Nintex, we can focus on what matters most because the tech takes care of itself. And what matters most is serving clients better, faster and smarter.”

— **Misty Fisher**, Operations Manager, KBA, Inc.

KBA, Inc., a Seattle-based construction management firm, led the local market while serving mostly public-sector clients. But when those clients cut budgets in the wake of the Great Recession, KBA faced all-too-common problems: How to operate more efficiently to meet those tighter budgets and how to fend off competitors by increasing client satisfaction.

There’s no one solution, of course, but KBA identified its document management processes as ripe for making a big contribution. Paper-based processes were subject to delays and errors. Manually keyed spreadsheets were also error-prone, and at risk of version control problems as they were emailed around the organization.

KBA needed an easier way

Even when business processes worked as intended, they drove up administrative costs. And when they didn't work as intended, they could also increase project costs and decrease client satisfaction.

"We wanted an easy way to complete documents, store and access documents in SharePoint, and gain real-time visibility into document status," says Misty Fisher, Operations Manager at KBA.

The company tried InfoPath forms and found them "overkill" for its needs, according to Fisher. Soon after, they tried SharePoint Forms, but they were neither sufficiently customizable nor accessible on mobile devices.

Then, Fisher and her colleagues found Nintex. They used Nintex Workflow and Nintex Forms to completely redesign their project management template and created five workflows based on it. They completed this first phase in just two months with an IT staff consisting of one administrator and two part-timers.

Nintex offered the easy solution KBA needed

“Nintex was great right from the start,” she says. “It was very easy to create forms and workflows and now we find it equally easy for employees to use.”

By using Nintex, KBA automatically updates its all-important contractor submission logs, in real time, so there’s no question about data accuracy. Data from those forms is used in a growing range of Nintex workflows—the company now has more than 20 per project site and growing— including expense reimbursements, change orders, approvals, and auto-calculation of cost and risk factors.

The company is adopting Nintex Mobile to give its inspectors the ability to complete and submit their daily reports from project sites with just a few clicks.

KBA also uses Nintex to automatically route forms to the right content library for storage, from which they’re readily accessible, so employees have anytime, anywhere access to data previously unavailable to them. KBA’s clients can access their data just as easily, so they get their questions about project status answered instantly at any time of the day or night— and are happier with KBA as a result.

“Our clients expect greater visibility into their projects than ever before,” says Fisher. “With Nintex, we can give it to them. They don’t get that from everyone and we know they appreciate the difference.”

The glue for KBA's systems

“We started using Nintex for simple workflows but the more we work with it, the more ways we see to connect it to other systems, such as CRM, for more benefit. Nintex is the glue for all of our systems”

— **Misty Fisher**, Operations Manager,
KBA, Inc.

Fisher and her colleagues are implementing more Nintex workflows and planning for others to boost efficiency and innovation throughout the enterprise: employee training and development management; disseminate best practices for construction management; make the KBA intranet a process-driven hub; support proposal creation and other marketing activities; and expedite workflows in human resources, finance, and IT.

Focusing on what matters most

KBA is gaining the efficiencies it sought from Nintex. Because many workflow processes are now automated, project teams are 25 percent to 50 percent more productive, according to Fisher. That means KBA and its clients have the flexibility to complete projects at more competitive budgets or to reinvest the productivity savings, gaining even more bang for each client's buck.

Perhaps KBA's biggest gain from Nintex has been an unexpected one. By using Nintex to standardize its forms and workflows, KBA guarantees that employees who know the forms and processes for one project now know them for all projects. So, personnel can be moved from project to project as needed, without having to learn new administrative processes each time.

"We've found that with Nintex, we can focus on what matters most because the tech takes care of itself," says Fisher. "And what matters most is serving clients better, faster and smarter."

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).

Product or service names mentioned herein may be the trademarks of their respective owners.