



# Australian Agency Speeds Agility with **6X Increase in Workflow Flexibility**

Streamlined procurement workflows accelerate processes by 20% while reducing costs by 35%.

**Organization**

Metropolitan Redevelopment Authority (MRA)

**Website**

[www.mra.wa.gov.au](http://www.mra.wa.gov.au)

**Industry**

Government

**Country**

Australia

**Business situation**

MRA lacked visibility into its contract approval process, making it tough to identify and address bottlenecks. The government agency also struggled with time-consuming and costly processes.

**Solution**

Connected Systems developed a Nintex workflow solution for MRA that streamlines a 100-step contract management process involving multiple levels of approvals – with up to 10 approvers for each contract. Employees benefit from automated workflows, while delegated authorities appreciate real-time e-mail approval notifications.

**Benefits**

20% faster processes, reducing bottlenecks and enable staff to handle larger workloads  
6X increase in frequency of workflow updates  
Clear visibility into supply chain processes and audit trail

# A great first step towards optimization but...

*“We have confidence now that contracts are moving forward through the system and, when they’re not, we see that and take action. That wasn’t the case before we adopted Nintex.”*

— **Paul Atkins**, Director of Procurement and Contracts, Metropolitan Redevelopment Agency, Perth, Australia

If you think that automating workflow is enough to optimize the costs of business processes and gain visibility into those processes, think again. Or ask Paul Atkins. Atkins is Director of Procurement and Contracts for Perth, Australia’s Metropolitan Redevelopment Authority, which oversees hundreds of active contracts worth about AU\$500 million a year. Getting MRA authorized staff to approve a contract can take up to 100 steps, depending on the contract’s size and complexity. Atkins and his staff need to know where each contract sits in the workflow at any given time, so they can address bottlenecks and keep the process humming. They also need the agility to implement workflow changes quickly and cost effectively, to meet new requirements and mitigate new risks.

# Automation alone isn't always enough for optimization



In 2013, MRA automated its contract approval workflow with Microsoft SharePoint, replacing an Access database. It was a big improvement, but the agency still found its need for workflow visibility and agility largely unmet.

"We're a small team in Procurement and Contracts," says Atkins. "Making changes to workflows was a time-consuming and fraught task. Email notifications weren't as intuitive and successful as we needed. Maintaining workflow history for auditors was difficult. And we still lacked visibility into the process."

## Access anytime, anywhere

That's when MRA implemented Nintex Workflow, with the aid of Nintex partner Connected Systems. The solution notifies executives of required actions on contracts via emails. MRA easily customizes these emails with intuitive text and graphics, resulting in understandable status information and requests for action by authorized approvers.

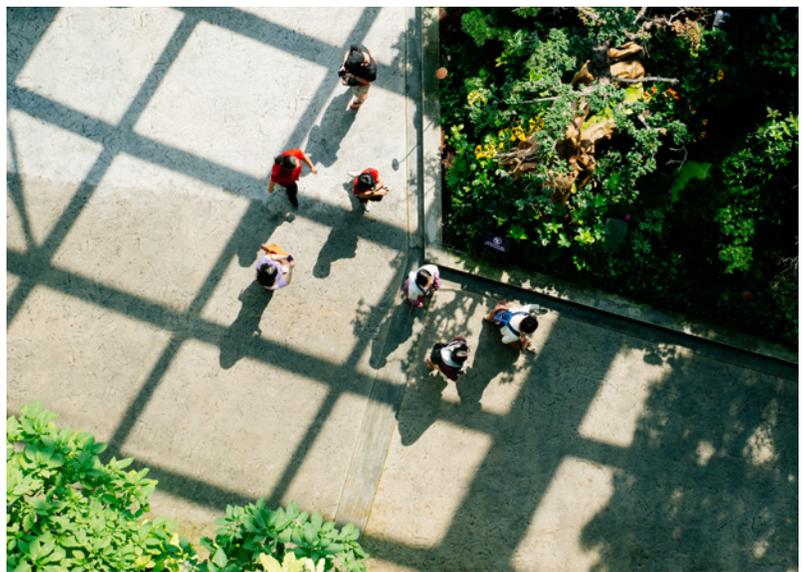
"The email notifications Nintex generates are a lot better than the standard notifications we used before," says Atkins. "It's things like customizing the subject line for maximum clarity and giving people the information they need in a graphic and a word or two. There's less margin for misunderstanding, so people respond quickly and accurately."

# Greater speed and agility – for less cost

With Nintex Workflow, MRA also gains the faster, less expensive, and more agile development and update processes that it sought. Connected Systems estimates the time and cost of implementing Nintex over four months was 35% less than the corresponding time and cost of more complex, custom workflow development.

Updating workflows to align with evolving business processes is so fast and simple that MRA can handle it internally and update processes more frequently. MRA now updates monthly, not twice yearly, as before, which is 6 times more frequently.

One of the biggest gains that MRA attributes to its use of Nintex is visibility into what was previously a largely opaque contract approval process. All authorized staff can review the status on the workflow status column of the portal without having to contact someone in Procurement. Executives can see the actions they need to take, and quickly identify and address bottlenecks. The extensive audit trail satisfies compliance requirements.



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## **Automating with confidence**

“We have confidence now that contracts are moving forward through the system and, when they’re not, we see that and take action,” says Atkins. “That wasn’t the case before we adopted Nintex.”

MRA estimates that the greater visibility into contract approval workflows, combined with the greater alignment between workflow and business processes, has shaved 20 percent off the time to complete contract approvals. But MRA isn’t waiting for that to maximize the impact of Nintex on its operations. It’s considering applying Nintex Workflow to Accounts Payable, Finance, and other departments that could

Atkins also uses Nintex to communicate the value that Procurement contributes to MRA. “With Nintex, we know how many requests we receive and approve in a given month, and can put our work in the context of the agency’s overall mission and needs,” says Atkins. “We can show how we’re providing strategic sourcing and supply chain management. Before Nintex, that was always harder to do than we wanted.” It’s considering applying Nintex Workflow to Accounts Payable, Finance and other department that could benefit from workflow automation.

### **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](http://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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