



Muntajat drives 70% increase in efficiency with Nintex

Eliminating paper-based and partially digitized processes results in 200 percent increase in accuracy and 70 percent increase in efficiency.

Organization

Qatar Chemical and Petrochemical Marketing and Distribution Company (Muntajat) Q.J.S.C.

Website

www.muntajat.qa

Industry

Advanced Manufacturing

Country

State of Qatar

Business situation

Frustrated with manual approvals and a challenging SAP interface, Muntajat sought to streamline and eliminate paper-based and partially digitized processes.

Solution

Nintex Workflow and Nintex Forms improved processes by streamlining form choice and automating approvals. Muntajat also saved time and money through web-based integration with SAP for overtime, leave and expense requests.

Benefits

200 percent increase in accuracy
70 percent increase in efficiency
Full ROI expected in less than two years

Bridging the gap between business development and technical delivery

“Nintex is one of the leading workflow automation engines based on SharePoint that is available in the market. It became our lead choice to have in Muntajat – and it is very cost-effective.”

— **Zeeshan Asadullah Asad**, Business Applications Specialist, Qatar Chemical and Petrochemical Marketing and Distribution Company (Muntajat) Q.J.S.C

In 2012, the State of Qatar created the Qatar Chemical and Petrochemical Marketing and Distribution Company (Muntajat), which manages the marketing, sales and distribution of 10 million tons of chemicals and petrochemicals to 120 countries. Muntajat’s goals included reducing lead times and enhancing customer experience, which required streamlining business processes.

Three years later, Muntajat released a Request for Proposal specifically for Nintex expertise to build its intranet portal, workflows and forms. Leading Microsoft Gold partner Qatar Datamation Systems (QDS) won that RFP, providing technical guidance to bridge the gap between business development and technical delivery.

Beginning with HR solutions, QDS delivered the first of seven workflows in three months. As of May 2016, QDS has developed 11 workflows that automate everything from leave requests, exit permits and travel authorization, to expense and overtime requests.

Creating a hassle-free environment

The State of Qatar requires an employer letter to leave the country, open a bank account or admit a child to school. If a worker leaves the country for training, he or she must file a report detailing course content and the business purpose of the trip after returning to work.

Before Nintex, employees used paper-based forms. Often, employees had to turn to the correspondence system to get a barcode, then scan the printout into the system again to create another printout that would require a signature. By necessity, tracking was manual, with lots of back and forth.

At the beginning of each year, it wasn't uncommon for employees to accidentally grab the previous year's form and go through the entire approval process only to realize that they had to begin again with the latest form, Asad says.

With Nintex Workflow and Nintex Forms, employees can trust they're using the most up-to-date forms. Drawing on Nintex's SAP integration, the form automatically fills in the employee's name and title, and pulls in the name of the line-of-business manager and department head.

Overseas training requires CEO approval, which the CEO regularly handles by using Nintex's LazyApproval feature through his iPad email app, circumventing the need to log into the system for quick approvals, Asad says.

The HR Department, where manual requests used to begin, increased efficiency by 70 percent and accuracy by 200 percent. That's because the right information is entered into the right form and reaches the right person with the appropriate travel documentation whether local or overseas.

"Now it is a hassle-free environment for employees," Asad says. "You just click on Apply, and the form comes up, and they fill it up. That's it."

When an employee returns from a trip, the Nintex workflow automatically completes customs reports and integrated expense requests.

Before Nintex, staff had to open the SAP system and update employees' records one by one. Now Nintex automatically posts back to SAP after final approval of overtime, leave and expense claims. During payroll runs, when SAP cannot be updated, Nintex Workflow spools requests until after the blackout date. With a single click, HR can go in and have Nintex automatically post all the queued requests.

“With Nintex, I feel really comfortable. I know what power is in my hand and what I can achieve.”

— **Zeeshan Asadullah Asad**, Business Applications Specialist Qatar Chemical and Petrochemical Marketing and Distribution Company (Muntajat) Q.J.S.C



Staff easily adopts Nintex Workflow and Nintex Forms

The system is so efficient, Asad jokingly says, that HR is practically requesting a second job during the day.

Staff adoption proved easier than expected. All the company's 250 employees attended training sessions since everyone will need to access the system.

Asad and his team also prepared user guides for additional support, but in company surveys, staff said they didn't need the user guide because the Nintex platform "is really simple and easy to use."

Designing future savings

Asad expects to see a full return on investment within two years, with additional savings to follow as the company's marketing and operations teams implement Nintex Workflow and Nintex Forms.

While employees can easily view Muntajat's responsive Nintex forms on mobile devices, Asad plans to expand mobile capabilities to make the system available "anywhere, anytime," with additional plans for heavy SAP integration.

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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