STIEBEL ELTRON increases transparency and productivity **with workflow automation**

Nintex Workflows and Forms save up to 50 percent while expanding automated and dynamic attention to customer needs.

Organization
STIEBEL ELTRON Group

Website
stiebel-eltron.com

Industry
Manufacturing

Country
Germany

Business situation
Preferring to retain control of shared data, STIEBEL ELTRON sought out a self-hosting solution that would also allow them to eliminate paper-based processes.

Solution
Using SharePoint 2013 with Nintex Workflow and Forms, STIEBEL ELTRON created a dynamic and secure content-sharing solution with self-archiving and time-limited Active Directory access that increased transparency and standardized communications.

Benefits
50 percent time-savings through replacing paper processes
Provided transparency and tracking

Increased company's ability to respond flexibility to customer needs

Needed: on-premises file-sharing solution

"Right after the first Nintex processes were created and word spread, various departments reached out to us with new requirements. It is virtually a self-runner because the departments are realizing the potential of the solutions and want to profit from it."

— **Sebastian Schoppe**, IT Organization, STIEBEL ELTRON

Designing and manufacturing everything from energy-efficient solutions like tankless water heaters and heat pumps to solar panels and ventilation system, STIEBEL ELTRON promotes energy savings for customers in 120 countries. To serve its customers, STIEBEL ELTRON maintains five manufacturing plants and 24 subsidiaries. Protecting customer and internal data while keeping clear track of project details are key to an efficient and profitable operation.

Solution: Nintex modern forms and advanced workflow

As a private company, STIEBEL ELTRON prefers not to share product development and other information via public cloud services such as Dropbox, Google Drive or OneDrive for Business. The company sought to create a file-sharing solution that would allow them to share large video and image files with external partners and customers.

Sebastian Schoppe from the IT Organization at STIEBEL ELTRON explored the development of collaboration sites using SharePoint 2013, but realized that it was cost-prohibitive, time-consuming, and without adequate transparency. He searched for a solution that STIEBEL ELTRON could design themselves without having to write code. That solution, introduced by IPI GmbH, was Nintex Forms and Nintex Workflow.

When STIEBEL ELTRON needs to share information with an external customer, an employee can request a temporary file-share using a Nintex Form. The form initiates a Nintex workflow that automatically creates an internet-accessible folder in STIEBEL ELTRON's site collection library, as well as an Active Directory (AD), account for the external customer, which sends the customer a message with necessary credentials. The Nintex workflow assigns permissions allowing only internal employees and the external customer to share content from big data to video. After a pre-defined timeslot, the content is archived automatically and the external user's account is deleted.

Instead of spending 60 minutes to create a collaboration room in SharePoint, automating the process with Nintex Forms and Workflow saves 45 minutes per collaboration site, says Christof Meyer, Consultant at IPI GmbH.

Efficient and cost-effective flexibility

Nintex offered much-needed transparency as to what information was being shared and with whom. Standardized communications processes keep information from getting lost in email. Schoppe says this allows decisions to be made much faster.

In addition to an easier and more intuitive user design, Schoppe took advantage of Nintex's user-friendly forms, especially appreciating their dynamic content abilities. Dynamic dropdowns might seem like a small detail, says Schoppe, but they provide immediate answers for customers, freeing up staff for other tasks. The status of each workflow is visible at all times, offering "perfect usability."

Schoppe says the company is seeing "immense" savings of up to 50 percent through replacing paper-based processes with Nintex. "Introducing Nintex resulted in a big advantage in terms of a high degree of transparency in the processes," he says.

STIEBEL ELTRON currently has 20 running workflows, with more planned. Using a Nintex Form, users from all over the world can now book training and events without engaging IT. They can also create collaboration teams and project rooms directly and conveniently from their smartphones.

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.