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# Wataniya Mobile creates clear connections with Nintex

Telecom provider improves customer service using automated workflows on the Nintex Platform.

**Organization**

Wataniya Mobile

**Website**

www.wataniya.ps

**Industry**

Telecommunications

**Country**

Palestinian Territories

**Business situation**

Handling everything from complicated HR approvals to marketing requests and finance needs via a combination of emails, phone calls and in-person conversations was proving time-consuming and unwieldy.

**Solution**

Elegant implementation of 84 Nintex workflows and companion Nintex forms saved the company time and money, and drastically reduced employee frustration over missed communications.

**Benefits**

Saved $100,000 on print costs for HR forms

Improved efficiency by 300%

Easily integrate with SAP and Oracle ERP

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# When process gets in the way of success...

*"When I saw Nintex, I was really shocked because I can now build a form, build its workflow, drag and drop using the browser – no need for deployment or sophisticated methods."*

— **Asem Nairat**, BI and SharePoint Team Lead, Wataniya Mobile

Like most companies, Wataniya Mobile implements processes to make business run easier and faster. But what happens when the process gets into the way of success?

Asem Nairat, BI and SharePoint Team Lead at Wataniya Mobile, says his main reason for introducing Nintex was to stop the endless string of process-related emails and phone calls interfering with serving Wataniya's clients in the Palestinian Territories.

Sure, Nairat also expected to save Wataniya Mobile a significant amount of time and money, but even he was surprised to learn that the company saved over a quarter of a million dollars per year with Nintex.

# Automated workflows streamline processes across Wataniya

Nairat previously relied on his SharePoint skills to automate processes, with SharePoint Designer to create a logging system with forms, but even a simple form took about a week to produce. He'd enlist three employees to create a single workflow in SharePoint.

With Nintex, Nairat can complete three forms with workflows in a single eight-hour workday with no extra help needed.

"When I saw Nintex, I was really shocked because I can now build a form, build its workflow, drag and drop using the browser – no need for deployment or sophisticated methods," says Nairat who uses Nintex Workflow and Nintex Forms to handle a multitude of requests, including leave, overtime, database users, salary and title changes, attendance, handset and marketing campaigns, automated roaming changes and customer concerns.

Through Nintex, he also integrated Oracle ERP, SAP and SharePoint. Approximately 84 of his workflows interact with 80 sophisticated forms, with an additional 20 forms benefiting from simple workflows designed to manage permissions or sync emails.

Nintex Workflow and Nintex Forms helped him increase his efficiency by 300 percent, he estimates, and saved Wataniya more than $62,000 a year.

But all of that time savings wouldn't be effective if Nintex Workflow and Nintex Forms didn't also meet user expectations. "First thing for any developer is looking at the quality, security and efficiency," Nairat explains. "Using Nintex Forms, we can modify the look and feel, and integrate with mobile forms. All of this also makes for user satisfaction."

# Billing errors significantly reduced during promotion campaigns

As a telecom provider, Wataniya runs a number of dynamic marketing campaigns centered around handsets that come with a specified number of free minutes.

If Marketing launches a new campaign at the beginning of the month promoting 100 local minutes and 50 international minutes, the IT department needs to set up workflows to ensure that customers are billed correctly.

Before Nintex, all of this information would have been communicated via email and phone: a manual process that could easily lead to errors. By the time information reached the billing department, pertinent information ran the risk of being incorrectly communicated along the way or missed completely.

Thanks to Nintex, that scenario no longer applies. Nairat built a form for marketing to use when running campaigns. It lets them specify the details, including mobile minutes needed and customers affected. The form moves through a workflow, enabling IT to assess what is required and respond to marketing. If approved, the campaign is launched and automatically applied to the billing system. The form's creation date – as well as who signed off on all the approvals – is also preserved.

## Out-of-Network Notifications

Previously, customers' phones turned up a number of out-of-network choices when they roamed out of the Wataniya Mobile network. Rather than sift through the list, most simply let the phone make the expensive choice for them or opted for a familiar alternative provider, and faced charges more than three times the cost-per-minute they pay while using Wataniya Mobile in network. After Nairat set up a workflow using Nintex Workflow and Nintex Forms, customers' phones automatically shift to a negotiated provider when they roam out of network, saving them money.

# Extending benefits of Nintex through the cloud

Looking ahead, Nairat predicts Wataniya Mobile will bring the benefits of Nintex to more employees with a move toward cloud computing. As users are increasingly on different platforms and multiple devices, cloud computing can support and expand the company's current on-premises solution.

He also plans to move beyond responsive design to designing forms specifically for the mobile environment. People can access data from a variety of devices and Nairat seeks to provide a positive user experience no matter what the platform or device.

As a developer, Nairat relies on Nintex applications to streamline business processes through technology; Nintex has become as essential to his work as electricity.

**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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