



CASE STUDY [FINANCIAL SERVICES]

Regional Australia Bank



For almost 50 years, member-owned Regional Australia Bank has had a reputation for being flexible and personable and for making the complex simple. That approach has seen it grow to become a premier alternative to the ‘Big Four’ banks.

Business Benefits

No longer managing multiple versions of the same process

Simpler, easier access to the right process variation

More staff trust in processes

Streamlined process administration

Support for ongoing improvement

Improved customer service

Regional Australia Bank always tries to ensure their teams are working with up-to-date processes, so they can deliver a seamless experience to both their customers and to each other. But as Business Performance Improvement Team Manager Jaid Dawson explains, in the lending space, things had started to get more complex.

They were dealing with a number of organizational changes, and slightly different lending processes for different loan products, users and channels. That

resulted in duplicate processes, with each needing to be updated any time something changed. That, of course, was an administrative headache, and meant things were inevitably missed, resulting in a matrix of processes that were slightly out of date.

“As you evolve your processes you realise there are little differences. So you find work arounds – you duplicate and tweak processes or try to collapse them into a single process. We tried to manage process variations in a number of ways.”

Eroding staff confidence.

As the number of processes multiplied, and keeping them up to date became more complicated, staff trust in the processes that should have been the single point of truth started to erode.

As Jaid says, this would inevitably lead to staff just relying on each other to learn how to do things.

“We wanted to make the admin side simple, so teams would have more confidence that the processes they were following were correct and up to date.”



“As the number of processes multiplied, and keeping them up to date became more complicated, staff trust in the processes that should have been the single point of truth started to erode.”

JAID DAWSON

Business Performance Improvement
Team Manager Regional Australia Bank

Regaining staff trust in the processes.

Nintex Promapp's Process Variant Management (PVM) functionality makes it easier to keep those multiple processes up to date, Jaid says, simply because there wouldn't be multiple processes anymore.

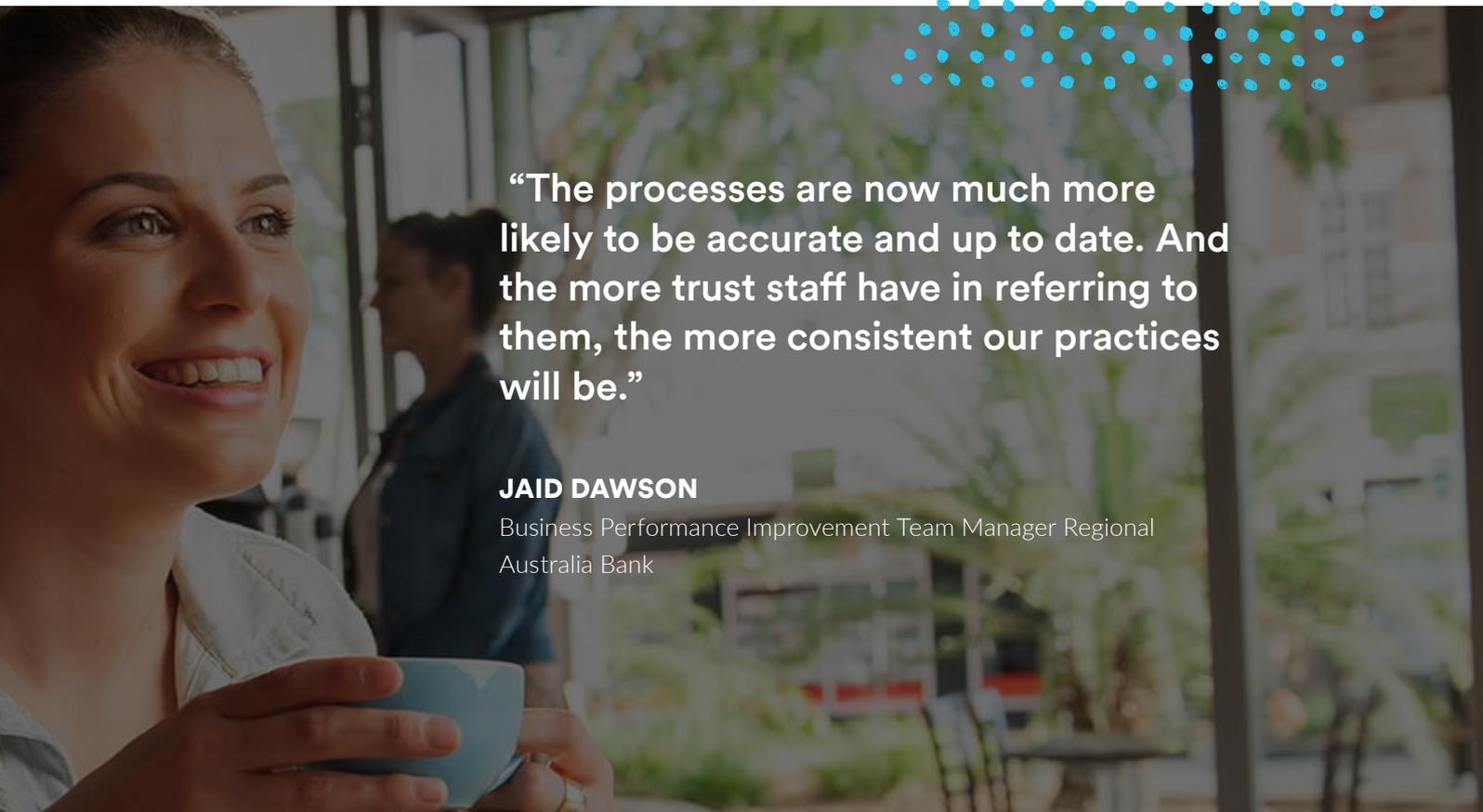
PVM allows Regional Australia Bank to establish a standard process – the basic process – and then add subtle process variations as required. That means after a compliance or legislative shift, or a process review, the Regional Australia Bank team has only the one standard process to amend. If applicable, the change will flow through to the process variations as well.

This gives staff much more confidence in the processes, which has a positive flow-on effect for their customers.

Jaid says PVM also supports discussions around creating a lending best-practice, and their ongoing drive for improvement.

The exercise of adapting their lending processes into the 'standard + variations' way of working was valuable in itself, says Jaid. It helped them uncover and clarify their core activities, making it easier to identify opportunities to improve.

"It complements the organisational desire for a continuous improvement culture. It will help us uncover some real pain-points and identify the root cause of these."



“The processes are now much more likely to be accurate and up to date. And the more trust staff have in referring to them, the more consistent our practices will be.”

JAID DAWSON

Business Performance Improvement Team Manager Regional Australia Bank

Simplicity empowers teams.

While PVM obviously simplifies and streamlines the management of processes for the process owners, it has also made things easier for the end user.

Regional Australia Bank teams can now readily access the process variation they need, when they need it. There's no time spent searching through multiple versions of the process they need, or having to double check they're using the right one. PVM, says Jaid, has made it fast and simple for staff to locate the

information they need – which is better for staff morale and ultimately for their customers' experience too.

Jaid says staff reaction to the new approach to managing process variations has been extremely enthusiastic – like any system that seems to fit perfectly, PVM feels like a simple, logical solution that has been incorporated into their business as if it's always been there.

Contact us today for a free trial or join an intro to Nintex Promapp webinar to learn more.



About us

Promapp is now part of Nintex. We believe that expressing and managing process knowledge simply is crucial to sustaining an ongoing culture of process improvement. With our intuitive and powerful cloud-based process management and automation capabilities, used by 8,000+ organizations worldwide, our customers and partners can easily manage, automate and optimize business processes with clicks not code.

Sign up for a [30-day free trial](#) or [join an intro webinar](#) to see Nintex Promapp, the process platform teams love to use, in action.

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promapp.com



NINTEX BELLEVUE

10800 NE 8th Street, Suite 400,
Bellevue, WA 98004
United States
P: +1 (425) 324 2400
F: +1 (425) 458 0105

NINTEX IRVINE

1 Post, Suite 175
Irvine, California 92618
United States
P: +1 (949) 242-0455, Option 1
Toll Free: +1 (877) 462-5667,
Option 1

NINTEX LONDON

Ground Floor
138 Fetter Lane
London, EC4A 1BT
United Kingdom
P: +44 (0) 20 3693 0200

NINTEX DUBAI

Dubai Internet City, Building 9
3rd Floor, Office 314
Sheikh Zayed Road
73000
UAE

NINTEX MELBOURNE

Level 15, 595 Collins Street
Melbourne 3000
Victoria, Australia
P: +61 3 9912 1800
F: +61 3 9912 1812

NINTEX SINGAPORE

8 Marina View
Asia Square Tower 1
Level 07-04
Singapore 018960

NINTEX AUCKLAND – WHERE PROMAPP™ WAS BORN

Eden 3, 16 Normanby Road
Mt Eden
Auckland 1024
New Zealand
P: +64 9 281 3436

NINTEX HONG KONG

28/F., AIA Central,
No. 1 Connaught Road
Central, Hong Kong
P: +852 2824 8468

NINTEX MALAYSIA

Suite 8-3
Level 8, Menara Cimb
Jalan Stesen Sentral 2
KL Sentral
Kuala Lumpur 50470
Malaysia