nintex

Major pharmaceuticals firm uses Nintex to support growth strategy

iNova Pharmaceuticals uses Nintex to scale its business in order to expand its brand and geographic reach.

Organization

iNova Pharmaceuticals

Website

www.inovapharma.com

Industry

Pharmaceuticals

Country

Australia

Business situation

iNova sought to continue expanding its brands and its geographic reach. The company needed a more effective way to handle business processes which required workflows, including multiple departments and country locations.

Solution

iNova automated various supply chain, HR, and finance processes using Nintex Workflow Cloud and Nintex Forms, with support from Nintex partner, Antares.

Benefits

Completes vendor onboarding 30% faster

Scales, automates business processes to support growth goals

Meets governance requirements more consistently

Turns workflows into business-critical, strategic advantage

You have a business goal. How do you achieve it?

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— **Sam Cumming**, Senior Project Manager, iNova Pharmaceuticals

Having an aggressive growth target is great. Being strategic about how you scale your business to achieve it is even greater. Just ask iNova Pharmaceuticals.

The company is active across Asia, Australia, New Zealand, and Africa, and its product range covers weight management, cold & flu, pain management, health supplements, sun care, and much more. When ownership changed in 2017, executives focused on expanding their business development and revenue targets.

Expansion has required innovation on a variety of fronts. One of those fronts was automating business processes for scale and agility while freeing staff to maximize the value they bring to the company. To achieve this, iNova considered several workflow solutions. It chose Nintex for its intuitive interface, higher functionality, and greater potential to add value to the company's processes, according to Sam Cumming, Senior Project Manager at iNova.

First up was a new way to onboard vendors, to replace a decentralized, ad hoc process based on email threads and a variety of SharePoint folders. "We would have to chase down people for approvals and documentation. The work was always completed, but significant time was wasted on manually intensive processes. Our technology team needed to support a growing business with the same resources. Nintex was crucial."

Support for a growing business

The new vendor request workflow, based on Nintex Workflow Cloud and Nintex Forms, starts with an iNova employee completing an intuitive form that specifies:

- The vendor

- Estimated annual business with iNova

- If the proposed contract meets requirements for review by the legal team

- Required documentation to support the submission

The form is routed automatically, as appropriate, to reviewers in the finance, legal, accounts payable, and procurement departments. As needed, those reviewers receive automated reminders to respond. Managers always know the status of the workflow and where there may be a delay—a big contrast to the previous manual processes, which could entail managers hunting through scores of emails or document repositories to keep an approval moving. As a result, the vendor onboarding process is approximately 30% faster than the previous process.

Cumming and his colleagues worked with Nintex partner Antares, part of the Cloud Collective. More than an implementation partner, Antares explained the benefits of Nintex for iNova and helped guide the company's adoption decision. The goal of the iNova and Antares relationship was not just to produce a single solution, but to collaborate closely on several solutions, during which iNova personnel could gain the expertise to develop their own workflows for complex, transnational processes.

"Our collaboration with Antares was a fantastic, iterative process," says Cumming. "They worked with us really closely, building out our first solutions and developing our teams' skills."

Faster processes are just one benefit that iNova sees from its use of Nintex. Another is more consistent governance. With the Nintex-based workflow, the legal teams are automatically notified of all new vendors at creation and can address legal documentation requirements proactively at an early stage."

"The longer our business uses Nintex workflows, the more business-critical they become in helping us to achieve our goals."

— **Sam Cumming**, Senior Project Manager, iNova Pharmaceuticalse

A business-critical competitive advantage

iNova discovered that it could spin up complex workflows with Nintex in just a couple of days, and go into production use a few weeks later after iterative discussions, testing, and refinement with business users. That's especially fortunate for iNova, because the company also discovered that onboarding vendors would be just the first of many business processes it would want to automate and scale.

When word spread about the success of the vendor onboarding workflow, managers and executives from elsewhere in the company asked if Cumming and his colleagues could use Nintex to help them, too. That led to a recruitment workflow for HR, a third-party due diligence workflow for the legal department, and capitalisation workflow for the finance department.

"We currently have ten Nintex-based workflows in place and the Technology team have a backlog of ten more to develop," says Sam Cumming. "These workflows are helping our business by standardising and automating our processes, increasing accuracy, and enabling tracking and accountability. The longer our business uses Nintex workflows, the more business-critical they become in helping us to achieve our goals."

About Nintex

Nintex is the global standard for process management and automation. Today more than 10,000 public and private sector organizations 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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