



CASE STUDY [LOCAL GOVERNMENT]



Kiama Municipal Council

Situated on the South Coast of Australia, Kiama Municipal Council offers a broad range of services – from traditional government services to holiday parks and aged care facilities.

Previously very few of the processes associated with Kiama Municipal Council's services were mapped. Kerry McMurray, Director of Finance, Corporate and Commercial Services, says that meant a lot of inefficiencies. It was imperative to look at what the council was doing, how they did it, and what improvements they could make.

The organization saw they had two main tasks – gain clarity about what they actually do and how they do it, and then take that information and put it through a lean methodology to identify opportunities for improvement. Kerry knew Nintex Promapp® was a BPM tool that people at all levels of the organization could use and relate to.

Business Benefits

Improved efficiencies, saving time and money

Leadership and staff engaged in process improvement

A new culture of change

Insight into the customer journey

A view of what is really happening in the organization



Smooth and simple implementation.

When it came to implementing Nintex Promapp across the organization, Kerry says it was quick and painless. They brought the Nintex Promapp team in to run some sessions with the executive, the senior leadership group, and then ran information sessions for all staff.

Any initial scepticism amongst staff was overcome when they saw the inefficiencies in the mapped processes.

'Nintex Promapp provided a very clear picture to the staff that a simple process is full of non-value-add activity, and that suddenly created a big impetus for change.'

Those people that really took it on board and were the early adopters were given training to become certified Nintex Promapp trainers.

'We've now built an in-house capability. We've got people in every position who can provide ongoing Nintex Promapp training and follow-up support to everybody else in their division,' says Kerry McMurray.



'I love the product. I had previously implemented it at another organization back in 2010, with very similar results in terms of success in implementation, business improvement and process mapping.'

KERRY McMURRAY

Director of Finance, Corporate and Commercial Services



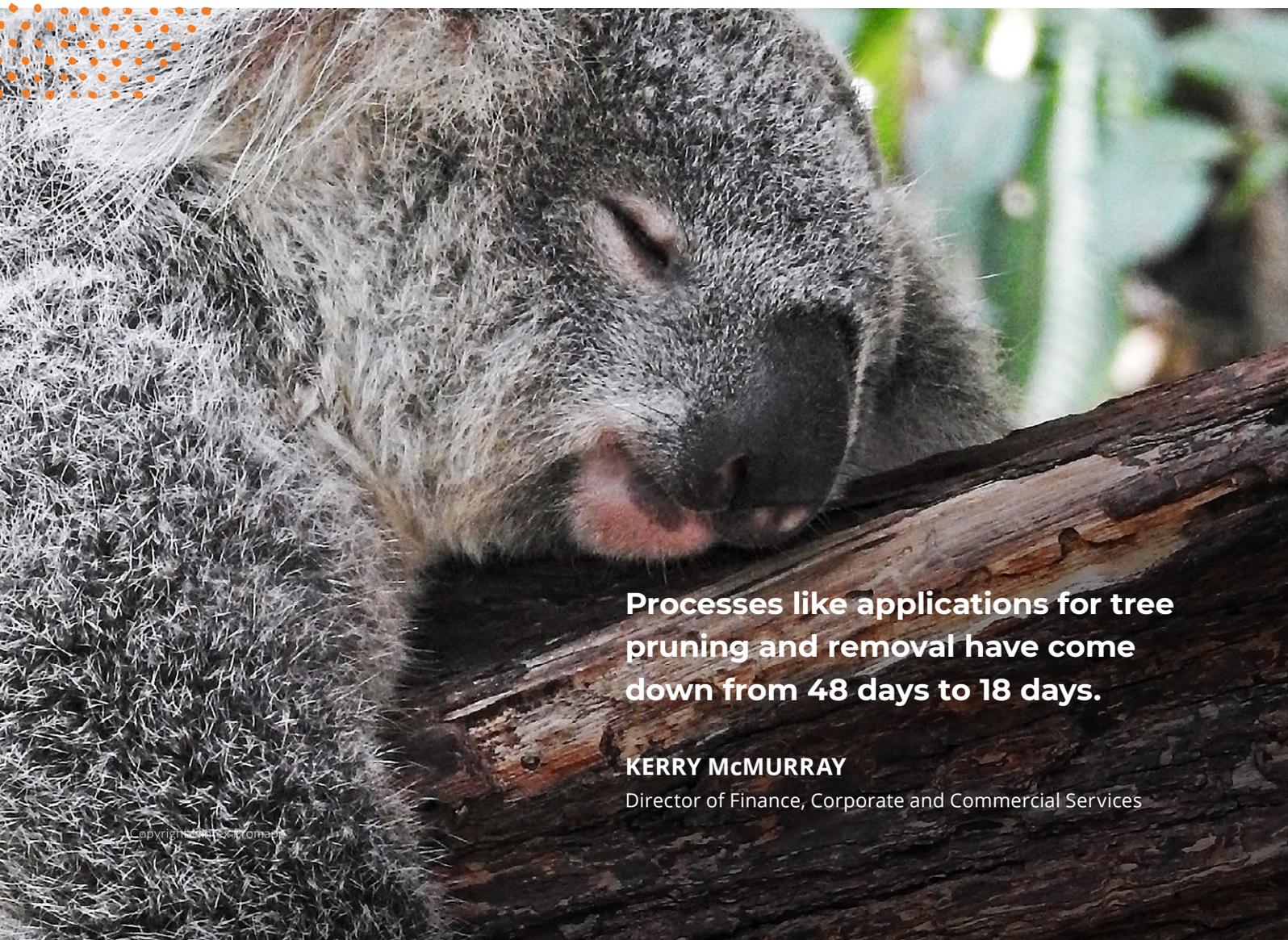
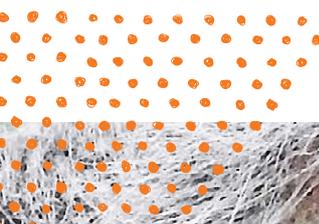
Tangible results – savings in time and money.

In the first 12 months of using Nintex Promapp, the council mapped over 200 processes and saw significant efficiency improvements. Kerry says this saved them around one full-time employee in terms of non-value-adding steps.

One example of success is the registration of new suppliers. They do about 600 of these a year. Kerry says after completing a process review and

applying lean methodology, the total processing time has been cut by about four hours each – that's about 200 hours saved by improving one process.

And there are lots of other wins, too. 'Processes like applications for tree pruning and removal have come down from 48 days to 18 days,' he adds.



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Changing lives.

Kerry says management and staff have embraced Nintex Promapp, process mapping and the new culture of improvement. One of the initial challenges was the view by some staff that process mapping was adding work but no value.

The council tackled this by demonstrating the benefits, and showing that staff could map their own processes and do their own reviews. This gave staff a sense of ownership over their processes, seeing that this was 'something that was done with them and by them, rather than done to them'.

The council also found value in involving customers in the process review for processes like the admission process in the aged care facility. This gave them 'some incredible insight' and helped create what they call an 'outside-in' service design.



About us

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