



CASE STUDY [CENTRAL GOVERNMENT]



MBIE NZ Companies Office

At the MBIE NZ Companies Office, 45 staff members deal with 400 calls and 4,000 transactions a day. They maintain 22 different registers and help other countries do the same.

The MBIE NZ Companies Office adopted the ISO 9001 standard even before it was compulsory. Quality Assurance team leader Anita Savelio says it's because the stakes are high – the futures of real businesses and real lives depend on the accuracy and reliability of the data.

'We don't want someone making a business decision based on our information, and go back the next day to find that things have changed. What goes up there has to be right the first time.'

Business Benefits

Savings in time and money

Faster and easier to maintain a higher level of transparency and accuracy

Simpler to maintain ISO 9001 standards

Allows for different levels of access and security

Faster training and development

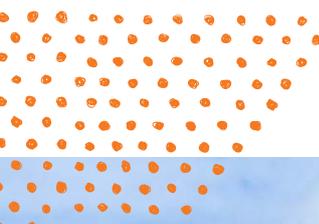
More ownership and oversight of processes by teams



Time and effort keeping up to date.

Keeping their ISO 9001 standard and maintaining that quality manually was a big challenge for the Companies Office. To adhere to the best practices laid down by the standard, they were documenting processes from start to finish, including all complexities – and there were plenty of those.

Even with a team of people keeping information up to date, a team of two had to be responsible for tracking every process change – an almost impossible task in a big organization.



‘Nintex Promapp® had all the automated features for meeting our standards. And as the standards have changed, Nintex Promapp keeps changing – that’s really pleasing to us.’

ANITA SAVELIO

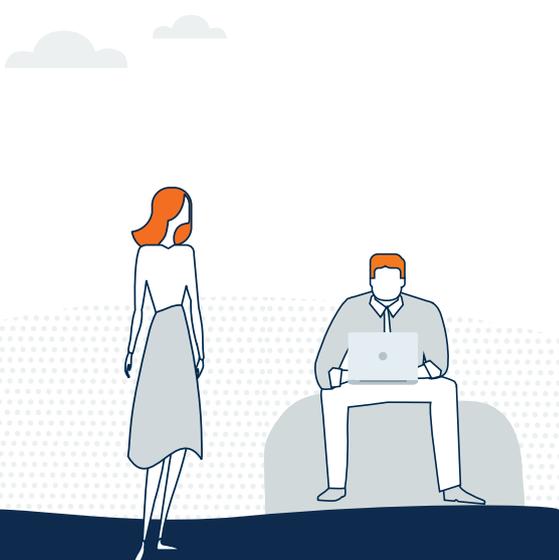
Quality Assurance Team Leader MBIE NZ Companies Office

Automating the complexities – saving on cost.

Documenting every process from start to finish by writing everything out and manually fiddling with Visio maps was very time consuming. In Nintex Promapp the documentation happens automatically, and all the information appears on one screen. That's saved time – and money. For example, the quality assurance team used to have five very busy staff. Now there are just two managing the processes.

Part of that increased efficiency has come from teams being able to keep their own processes up to date. This makes sense – the processes are more useful because they're built with real on-the-ground knowledge.

Quality assurance team leader, Anita, can see all these changes as they happen. She can quickly spot any processes that haven't been updated and prompt the team leaders to do so. Once the changes are signed off, they get updated automatically for staff so everyone involved is always working with the latest information.



'Processes aren't available to staff until they're published. Process owners can work on updates without interrupting what staff are seeing.'

ANITA SVELIO

Quality Assurance Team Leader
MBIE NZ Companies Office



Who can see what and when.

The various teams at the Companies Office have different levels of access to Nintex Promapp, depending on the information they're dealing with.

Sometimes it's important to restrict information. For example, one of the teams deal with enforcement – and very sensitive information. To keep that information confidential, the enforcement team is assigned permissions, and must log in to the system to see the processes.

At the other end of the scale, being able to share less-sensitive processes makes it easier to interact with other organizations and members of the public. For example, the Companies Office provides the contact center with processes and information that anyone can see.

**'With Nintex Promapp,
information can be
restricted or freely
available. It allows that
flexibility, from one
extreme to the other.'**



Keeping track of every change.

With the complexities of the business, keeping track of document changes and versions is important – and not just because it’s an ISO 9001 requirement. If there’s a problem, the document history can be retrieved to help solve it.

In the past, tracking document changes was difficult, but not with Nintex Promapp. Every time a staff member clicks ‘save’, a new version of the document is created and assigned a version number. The person who made the change is noted, and other staff can track the changes.

‘The teams are the ones working with the process. They know right away when something has changed – they can easily make changes with Nintex Promapp.’

Process owners can archive their documents knowing they can be retrieved at any time, or deleted after a certain period.

Nintex Promapp makes it easy.

Checking the changes, reminding team leaders and doing reviews – it all gets done just a few times a month. With Nintex Promapp’s automated notifications, and easy-to-use system, the Companies Office is saving time and money, while also achieving a higher level of accuracy and transparency in their processes.

‘I haven’t seen a better system. Nintex Promapp makes it easy.’

ANITA SVELIO

Quality Assurance Team Leader
MBIE NZ Companies Office

About us

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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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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