



# 4 business units integrate seamlessly.

Controlling process variations means ConnectWise can avoid duplications and efficiently share changes across the business in real time.

**Organization**

ConnectWise

**Website**

[www.connectwise.com](http://www.connectwise.com)

**Industry**

IT & telecommunications

**Country**

Australia

**About**

ConnectWise empowers technology solution providers to reach their goals faster through its award-winning software suite and other programs. When they integrated their four business units under one umbrella, you could still see the 'cracks' where they joined.

**Business Benefits**

Smooth transition to new streamlined system

Easy integration with existing SharePoint

Intuitive system that's simple for people to use and understand

Reduces clutter - library will be reduced by 75%

No more duplications, and processes are easy to find

Increased communication between staff through feedback tool

Simplified process variant management

# Simplicity wins in the end.

Duplications, clones of material, process variations, outdated documents and other issues were tangling up ConnectWise's systems and slowing things down. They found a solution to these issues - and more - in Nintex Promapp's process management software.

Documentation specialist Robert Browning explains that when ConnectWise decided to rebrand, they brought four separate business units together. These units - ConnectWise Automate, ConnectWise Sell, ConnectWise Control and ConnectWise Manage - had previously been quite separate, which meant they were using a range of disparate processes and tools.

Making sure all four units were able to work together and communicate effectively involved making process management consistent - which is where Nintex Promapp came in.

Robert says it was Nintex Promapp's simplicity and the fact that it integrated with SharePoint that won him and the team over.

He points out that since implementing Nintex Promapp, and after running dozens of training classes for staff, there have never been any questions or issues about how to write processes or use the tool.

There are now more than 100 ConnectWise staff logging in and writing processes with Nintex Promapp each week. The company is also starting to find ways to onboard new colleagues using the software.

# Targeted tools to meet needs.

The ConnectWise staff skews young, with many millennials and colleagues under the age of 30. For this group in particular, Nintex Promapp®'s use of visual workflows and processes has been a benefit.

An unexpected benefit has been a reduction in used storage space – Robert estimates that they'll reduce their process library size by 75 percent, as Nintex Promapp's new process

variant management add-on enables them to streamline a similar process replicated across the four main business units, into a single process map.

Nintex Promapp's ability to integrate with their existing SharePoint system also made life easier for the team.

# Better feedback, better communication.

After using Nintex Promapp for just over a year, many of the 'seams' were fixed, and measurable improvements had been made.

ConnectWise has captured close to 1,500 key processes, with many more left to document. Staff are using the feedback tool regularly, which is helping with communication throughout the team, including those based off-site.

'Our teams are used to using Agile methodology, like sprints, to try out something new. So, we've brought this into practice with feedback that we're receiving about workflow processes,' Robert explains.

This means team members will try a suggested improvement over a set period of time, then assess its effectiveness and either revert back to the original version or keep going with the new process.

# Prompt process change.

Another benefit is Nintex Promapp's agility. ConnectWise works in a fast-paced, rapid-change environment, and modifications often need to happen quickly.

Pre-Nintex Promapp, modifying a single process could take weeks, or even months.

Even during the first year of using Nintex Promapp, there were often double-ups as people cloned one process, added changes that best suited them, and then stored it in their own folder. This made it difficult for others to know where the right process was when doing a Nintex Promapp or SharePoint search, since variations often used very similar titles.

By using Nintex Promapp's process variant management add-on, ConnectWise now has a much more seamless system. The simple drop-down menu leads people to their business unit where they can find the right process variation to meet their needs.

This also saves time when people are making modifications. They only need to make one change and Nintex Promapp does the rest – updating the other process variants and notifying people of the change. 'Previously, it was four different people, four different times, making the same modification in four different places. Now, one person makes the change and it pushes out to all four systems at the same time - saving us time.'

*'I work with very tech-savvy colleagues and they don't want to sit and read a 20-page standard operating procedure. Nintex Promapp makes process info easy to read and to relate to – it's succinct and works well with this demographic.'*

— **Robert Browning**, Documentation Specialist, ConnectWise

# Simple, streamlined, successful.

The simplicity and effectiveness of Nintex Promapp's systems have won over the ConnectWise team. The software is meeting the expectations of the nearly 1,000 colleagues at ConnectWise, with Robert receiving great feedback from different teams who are pleased with how easy it is to manage workflows.

The big things – reducing clutter, and increasing the speed and efficiency of process changes – are obviously beneficial, but Robert says the little things have really impressed as well.

After struggling with the 'seams' and issues that came with integration, ConnectWise is now well on its way to becoming a seamless, successful business.

*'Nintex Promapp's responsiveness, and that they really listen to us, is something I value. It's also helped us to better communicate with our staff, and for colleagues to communicate more effectively with each other.'*

— **Robert Browning**,  
Documentation Specialist, ConnectWise



## 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](http://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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