



Continuous improvement benefits due diligence efforts.

Simplified processes increase consistency at Genesis Energy, saving them time and money, and helping them retain critical knowledge.

Organization

Genesis Energy

Website

www.genesisenergy.co.nz

Industry

Utilities

Country

New Zealand

About

Genesis Energy is a NZ-state-owned generator and retailer of electricity, gas and LPG to commercial and residential customers. It is NZ's largest energy retailer with 670,000 customers and more than 1,000 employees.

Business Benefits

Simplified processes

Increased process standardization

Time savings

Improved consistency

Retained knowledge

Increasing consistency. Saving time.

Genesis Energy initially implemented Nintex Promapp to eliminate the risk of losing corporate knowledge when the company's externally contracted contact center was brought in-house.

As well as helping to capture this knowledge, Nintex Promapp was seen as a way of increasing consistency and saving time.

'Nintex Promapp was the right tool, with documentation at the right level. Its capability met all the requirements,' explains Howard Follas, one of the company's two Nintex Promapp specialists.

The implementation of Nintex Promapp was relatively simple, with help from the Nintex Promapp training and support team who were on hand to take the project group through the steps required.

It has since been rolled out into the trading and wholesale operations, health and safety and the IT department.

'At the time, Genesis Energy was looking to partially privatize. Having accurate, documented processes across the organization would deliver significant benefits for due diligence purposes.'

— **Howard Follas**, Nintex Promapp Specialist,
Genesis Energy

Ongoing improvement.

In addition to its ability to capture a range of activities in line with Genesis Energy's needs, Nintex Promapp®'s compatibility with the Lean and Six Sigma business methodologies was a plus.

'We had begun looking at Lean Six Sigma ways of approaching processes. Nintex Promapp was in line with them both, with the ability to provide documentation at the right level.' says Howard Follas.

'More than just processes, we were looking at a launchpad for continuous improvement that would also provide us with monitoring and measurability.'

— **Howard Follas**, Nintex Promapp Specialist, Genesis Energy

A range of benefits.

Simplification

'We've been able to simplify down to seven or eight steps in a process. Before Nintex Promapp, one process may have included a mix of low and high-level steps, with no clear divide about where one level stopped and the next began. Now it is much clearer.'

Eliminating regional variations

'It's a reality of doing business across multiple geographical sites that there can be wide variations in processes. Nintex Promapp has been an outstanding tool for addressing that in a very direct way. All the offices go straight to one source to answer their queries and find out how to do things. That is a significant benefit.'

Flexible application to suit real business needs

'We now have Nintex Promapp installed in enough different business areas to clearly demonstrate its flexibility. It is a tool that can be tailored to document any process scenario.'

Supporting continuous improvement

'Nintex Promapp provides the ideal launchpad for improvement because it gives a bird's eye view of the business.'

Full account management support

'Taking on any major new system is a big change and big risk for a business, so timely and effective support is crucial. Nintex Promapp has an outstanding support and account management team and has been completely approachable throughout. We have used the support operations via email and they come back with answers very quickly. There is a real proactive commitment to supporting us – it's not just reactive.'

Tips for new players.

- You don't need to document everything – this can be an easy trap to fall into.
- Proper training and widespread understanding of the system is key to its success, both for existing and new staff – include it in staff induction. Having your own Nintex Promapp staff trainers is worth it.
- To make sure the content remains relevant to users and the continuous improvement benefits are realized, processes need to be reviewed at least every 12 months. Ideally, get process owners to change Nintex Promapp as they go, but as this doesn't always happen it's important to have scheduled review points.

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— **Howard Follas**, Nintex Promapp Specialist, Genesis Energy



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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