



Workflow automation keeps people and the planet healthier

Northumbrian Water uses Nintex Workflow for Office 365 to promote water safety and regulatory compliance.

Organization

Northumbrian Water

Website

www.nwl.co.uk

Industry

Utility

Country

United Kingdom

Business situation

The utility needed to extend workflow to remote environments—underground and overground assets—and to suppliers and contractors not on its enterprise network.

Solution

Business users at Northumbrian Water quickly created solutions using Nintex Workflow and Nintex Forms for Office 365, as well as Nintex Mobile. One enables remote workers to survey chemical tanks, with the results uploading to a SharePoint Online database for easy, accessible analysis.

Benefits

Promotes worker safety and broader culture change
Accelerates solution creation from 3 months to 2 weeks
Helps meet environmental requirements and avoid regulatory penalties

The Nintex Platform, 50 meters underground

You might not expect workflow automation to operate 50 meters underground, but that's one of the ways Northumbrian Water uses it. Its unique use of the Nintex Workflow for Office 365 is transforming how Northumbrian Water's people work, and it's connecting those people to processes and content throughout the company. The bottom-line result is helping one of the UK's largest water utilities to maintain its physical infrastructure more cost-effectively, meet regulatory requirements more successfully, and even boost the health and safety of its workers and contractors.

"We're developing capabilities considerably quicker with the Nintex Process Platform," says George Schley, Business Analyst at Northumbrian Water. "We're also changing the culture to be more health and safety conscious, and more collaborative. That's something you don't expect from a workflow platform."

Unexpected or not, it's a reality at Northumbrian Water. One of the company's most crucial uses of Nintex Workflow for Office 365 and Nintex Mobile is to track the physical condition of hundreds of chemical tanks. Tanks that corrode can leak toxic chemicals that damage the environment and may seriously injure people. They can also expose the utility to tens of thousands of pounds in regulatory fines and even higher civil damages.

Previously, Northumbrian Water tracked chemical tank status with spreadsheets and paper forms that weren't searchable, and didn't facilitate analyses. Now, with remote workers armed with Nintex Mobile on their devices, tank conditions are recorded promptly and accurately using Nintex Forms. Then, Nintex Workflow for Office 365 quickly routes the surveys to a SharePoint Online database, where business analysts can use front-end analysis tools to spot issues and address them more promptly than ever before.

Developed by business users in two weeks, not three months

“With Nintex for Office 365, our people can connect and access workflow in just about every way imaginable. It’s fantastic.”

— **George Schley**, Business Analyst,
Northumbrian Water

George commented that he and his colleagues created the Nintex-based solution in just three weeks, rather than the three months or more he says it would have taken with traditional technologies. Even better, business users and developer collaborated quickly in a highly agile process that included six iterations in rapid succession.

Northumbrian Water had used Nintex Workflow in its on-premises environment—but adopting Nintex Workflow for Office 365 with the help of its technology partner, Synergi, was an eye-opener.

“With Nintex for Office 365, our people can connect and access required workflows quickly and efficiently. It’s fantastic,” says George. “We extend workflow to outside contractors and suppliers, like the people who do our tank surveys. We run workflow underground, where remote workers can use it in connected or unconnected modes, as necessary. We will have thousands of people with access to Nintex-based solutions and we’re thinking of new uses all the time.”

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Preventing accidents

One of those new uses is a proactive checklist that gets employees to think about working safely before they start a potentially dangerous task. It’s simple, brief, and designed to head off accidents before they can occur. Northumbrian Water created the solution with Nintex Forms for Office 365 and Nintex Mobile.

“We wanted to do more than just report accidents; we wanted to prevent as many of them as possible,” says George. “We’re using the Nintex Process Platform to help do that. We expect the accident rate to decline. And we expect the culture to change.”

Northumbrian Water has a unique vision for its digital transformation. And it has a unique tool with which to turn that vision into reality. “We’re doing all of this with the Nintex Process Platform,” says George. “I don’t see how we could do it any other way.”

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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