



Nintex Promapp[®] replaces Visio at Tararua Council.

Risk of non-compliance reduced by implementing clear processes that facilitate the smooth delivery of services to Tararua Council customers.

Organization

Tararua District Council

Website

www.tararua.govt.nz

Industry

Local government

Country

New Zealand

About

The Tararua District Council found gaps between what they understood their processes to be and what they actually were. Then they switched to Nintex Promapp - and they haven't looked back.

Business Benefits

Reduced risk of non-compliance with regulation

Cost savings with a reduction in errors

Improved induction process

Process mapping in 1/7th of the time

Collaboration with other councils in Australia and NZ to build best practice

Improved accountability and oversight, enabling more autonomy

Reducing risk, saving money.

In the compliance-focused local government, clear processes are key to the smooth delivery of a diverse range of services.

After seeing other councils using the system, Peter Wimsett, the council's manager of strategy and district development, tested Nintex Promapp against their existing system, Visio. The results, he says, justified the initial capital investment.

'We timed mapping a set of processes in Visio, and then in Nintex Promapp. And it took one seventh of the time to do in Nintex Promapp. Our confidence was boosted even more when we talked to Nintex Promapp, and experienced the passion they have for the product experience.'

The council intends using Nintex Promapp to create a clear induction process for new councilors. This reduces the risk from newly-elected members not understanding the council protocol. Before having a new Nintex Promapp induction process, an issue arose after three councilors weren't properly briefed on the council's Iwi relationships. Helping the council avoid those sorts of mistakes, which can be very expensive, also proves Nintex Promapp's value, says Peter.

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— **Peter Wimsett,**

Manager of Strategy and District Development, Tararua District Council

Oversight and accountability.

Local governance requires careful oversight of a diverse range of services. For management, having clear processes in place increases the visibility of job functions and reduces silo mentality.

Peter says management can see that people are following correct processes, which increases their accountability and, more importantly, 'the chance that they get it right the first time, which is far more satisfying for the staff member, and everyone really!'

'You can say "That's not the process." You can demonstrate quickly if they're off target. That creates accountability for management too, to make sure the processes are right in the first place.'

Keeping compliant.

Legislation changes frequently, which often results in council processes also having to change quickly.

Normal flowchart systems can be very time consuming and expensive to update. Nintex Promapp allows more autonomy for staff responsible for implementing the changes to processes, which supports the council management's style of enabling people to do their job rather than prescribing it.

'I don't think you could afford to do it if you were using Visio. You just wouldn't do it and that increases your risk.'

— **Peter Wimsett**,
Manager of Strategy and District Development,
Taranua District Council

A platform staff can engage with.

Staff engagement is key to successful process systems. Nintex Promapp is working well for the council because of good buy-in from their staff, who take the initiative to contribute to process improvement.

Peter sees that as key: without engagement from staff, the council felt that other systems wouldn't be used and would date rapidly. Using Nintex Promapp to create easy-to-follow processes, there is less risk that people will make mistakes.

'Nintex Promapp works because it shows the information in a simple way, compared to a complex flow chart that makes the brain switch off. We've seen that in action, especially when staff are covering for those on leave.'

— **Peter Wimsett,**

Manager of Strategy and District Development, Tararua District Council

Building best practice.

Nintex Promapp built a [Local Government Shared Process Library](#) where councils have access to over 2,500 processes, created and shared by other councils. This, says Peter, doesn't just make things faster, it also gives them a platform to develop best practice processes.

'Now I can say "Has any one done swimming pools?" and I get all the swimming pool processes – it's great.'

Peter says that willingness to take suggestions also shows what kind of company Nintex Promapp is – and that's a big part of why he's such an advocate.



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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