



# Effective processes and controls aid risk management.

World Vision minimizes risks and improves accountability by storing and managing their processes in a central location.

**Organization**

World Vision

**Website**

[www.worldvision.org.nz](http://www.worldvision.org.nz)

**Industry**

Not-for-profit

**Country**

New Zealand

**About**

For 45 years, World Vision New Zealand has been dedicated to raising both awareness and funds for children and families in need around the world. World Vision currently supports 44 projects in 25 countries.

**Business Benefits**

Centralized repository lets staff access templates and process maps in one place

Easy and intuitive to use

Simplified risk management

Scheduled reviews for ongoing improvement

Peace of mind for management

Better visibility improves accountability

World Vision works with communities, local governments and other agencies to provide long term solutions for struggling communities. The generosity from Kiwi supporters is turned into life-changing aid: everything from clean water to schools to disaster relief.

World Vision previously had processes documented in multiple places and was managing their risk register via Excel spreadsheets, which meant it was difficult to ascertain whether effective processes and controls were in place. They needed a better way to manage processes and risks to ensure better adherence and accountability.

World Vision's GM of finance and operations had used Nintex Promapp in a previous business. After comparing Nintex Promapp with a few other systems on offer, the team found its simplicity, centralized information repository and consistency suited their needs perfectly.

*'We needed to get our processes used consistently. There were some teams who already had well-documented processes, but there were other teams who had no documented processes at all. New people would arrive and not know what to do.'*

— **Raweyn Ford**, Business Analyst, World Vision

# Staff buy-in and process champions.

They started by mapping the things that everyone needs to know - what the team calls 'World Vision wide' processes. This is basic operational information, like how to apply for annual leave or how to use help desk support. The team met with resistance at first - this was seen as just another admin task. With training and support from Nintex Promapp® and the appointment of process champions, the project team were able to demonstrate that it would genuinely simplify everyone's lives.

Once staff started seeing processes in Nintex Promapp, they understood how easy it was to use and how much it would improve their daily work. From there, they began using it more and more.

The Nintex Promapp team is still on call - ready to help and responsive to any questions staff have. The World Vision team says this support has been invaluable.

*'We're all about becoming an efficient, lean, sustainable organization. Because we are a charity, every dollar counts and we need to keep our administration costs down. Looking at our current processes and finding ways to improve them, is really important for us.'*

— **Raweyn Ford**, Business Analyst, World Vision

# Making it part of the routine.

Staff are using Nintex Promapp as their first port of call. Once the main processes had been mapped, people discovered the ease and simplicity of being able to access centralized information.

The risk and compliance module has made adhering to risk requirements much simpler too. A quarterly compliance process has been implemented, giving risk owners greater peace of mind. They know controls are in place and that correct processes are being followed.

Processes pertaining to any new project or system are mapped in Nintex Promapp, which makes training much easier. This cuts down on time spent trying to find documents and looking up how to do things.

Staff now also have the ability to analyze the way they do things and change things for the better.

*‘People could see that, “Oh look I don’t have to ask five people to find out the answer. I can go to this one place that is the same for everyone.” And it’s so easy to use.’*

— **Raweyn Ford**, Business Analyst, World Vision

# Working smarter, doing more good.

As World Vision continues to do good work around the world, they also continue their quest for ongoing improvement – the more efficiently they work, the more good they can do. They'd already seen major improvements in their process management after just a year of using Nintex Promapp. With more visible processes, the team is finding new ways to do things better every day. In an organization where every cent counts, even small changes can make a big difference.

Simplifying their day-to-day operations is already paying dividends, too – with easy access to templates and processes, staff can focus on the work that matters instead of spending time on simple operational and admin tasks.



## 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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