



Coke Florida spurs business growth **with workflow, mapping, automation**

The Nintex Process Platform is helping Coca-Cola Beverages Florida transform and automate its business processes to ensure efficiencies across all operations.

Organization

Coca-Cola Beverages Florida, LLC

Website

www.cocacolaflorida.com

Industry

Consumer Packaged Goods

Country

United States

Business situation

As a start-up company, Coke Florida acquired the territory it operates in three phases resulting in processes that were not fully integrated.

Solution

To enable end-to-end integration across manufacturing, sales, and distribution operations and to ensure efficiencies across all operations, Coke Florida uses the full suite of Nintex products, including Nintex Workflow Cloud, Nintex Workflow for Office 365, Nintex Forms, Nintex Promapp®, DocGen®, and Nintex RPA®.

Benefits

Ensures safety, quality, and integrity in all operations

Reduces time for ISO audits and preparation

Facilitates continuous improvement to having “clean, transparent and effective” processes

Delivered COVID-19 health check and tracing solution faster and better than alternatives

Don't wait for the problems

"We don't wait for problems to come to us," says Robert Johnson, Senior Manager, Enterprise Transformation at Coke Florida. "We search them out, and proactively address them as part of our commitment to moving our business forward".

Johnson and his colleagues in Coke Florida's Enterprise Transformation Office have proven adept at finding and solving problems that might impede business growth. "Nintex is a key ally in how we go after problems and grow our business," says Johnson.

Coke Florida began using Nintex Workflow for Office 365 and Nintex Workflow Cloud in July 2018, when the business recognized automated workflow as a valuable way to integrate some of its disparate assets and processes.

With the implementation of Nintex Workflow Cloud, Coke Florida's transportation operations was one of the company's first beneficiaries of Nintex capabilities. Existing operations were largely manual and used paper-based forms and processes to track critical information on assets and their locations across the business. The manual processes were time-consuming, cumbersome, and subject to error. Similar issues existed with paper processes used to track vehicles during the maintenance and service process.

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“By implementing our transportation processes with Nintex Workflow Cloud, the operations and the related processes became really clean, transparent, and effective,” Johnson says.

These operational improvements also became a model for how Coke Florida could benefit by using Nintex across various functions within the company. For example, more than 600 processes were housed in a legacy process repository that was mostly a collection of PDFs, videos, pictures, and spreadsheets. The volume and types of documents in the repository made it wieldy to access and manage, and expensive to maintain. Coke Florida leveraged Nintex Forms and Nintex Promapp® to establish an easily accessible repository that provides visibility and control over key processes, encourages collaboration, and increases accountability. These dramatic improvements were noted by their ISO-certification auditors.

“The ISO auditors were floored by what we’d done with Nintex Promapp; they loved it,” recalls Johnson. “It made their lives tremendously easier by eliminating the shelves full of binders they’d otherwise have to go through. They could pull up any process they wanted, from the factory, on their tablets. They could see process changes over time, who had changed what, and how it compared to previous processes. They couldn’t wait to tell their other clients about Nintex Promapp.”

For Coke Florida, using Nintex Promapp to document processes reduces the effort to prepare for those audits. More than speed, Johnson cites the increased confidence that Nintex Promapp brings. “Nintex Promapp provided us validation that we’re fully prepared going into audits,” he says. “It reduces risk by leaving less to interpretation”.

A health check—and much more

Coke Florida's experience with Nintex Forms, Workflow, Nintex Promapp, and Nintex RPA played a key role in 2020, when the company, like the rest of the world, focused on their response plans for the COVID-19 pandemic.

"A fundamental part of the Coke Florida business strategy focuses on the safety of our associates while maintaining business continuity for our customers and consumers," says Johnson. "While there were a number of emerging technologies for managing the safety and wellness of associates, we looked for a solution that provided a high degree of agility. The pandemic and the uncertainty of it required rapid automation."

The company implemented a solution that would allow associates to complete quick and easy health assessments, including temperature checks. The entire process leveraged guidance from the various public health agencies such as the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO), and the state Public Health Department. Armed with

this guidance, the internal development team went to work, creating a self-service process that allows associates to use a Nintex Form to complete the screening process. The process is concise and is built to include the screening questions used by public health officials to assess the level of risk related to the pandemic.

This process was very similar to those implemented in other organizations, but the Coke Florida process included a key next step. When appropriate, Nintex RPA is leveraged to support the tracking of certain associate's activities and status. Nintex RPA, Nintex DocGen, and Nintex Workflow provide the capabilities to integrate associate, customer, and distribution information from various systems and processes that support the critical information gathering that is needed during the pandemic.

Coke Florida was able to implement an end-to-end solution for associate health tracking using Nintex capabilities – from development to deployment in half the amount of time that would have been needed if other solutions were pursued.

Requests are “pouring in”

According to Johnson, “Our early success with Nintex, fueled by additional success with the capabilities needed to support operations during the pandemic, have accelerated interest in Nintex throughout the company. Requests for automation and workflow are pouring in from other groups across our business Nintex will play a central role in how we develop solutions for these needs.”

“As an organization and a service provider, Nintex has shown they are committed to developing and offering solutions that allow a fully integrated business, like Coke Florida, to meet a variety of business needs – now and in the future,” says Johnson. “I can leverage a Nintex Form to collect user information, manipulate it with Nintex Workflow, and then use Nintex RPA for data management and distribution. Nintex has been a vital partner in our business transformation.”

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— **Robert Johnson**, Senior Manager, Enterprise Transformation, Coke Florida



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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