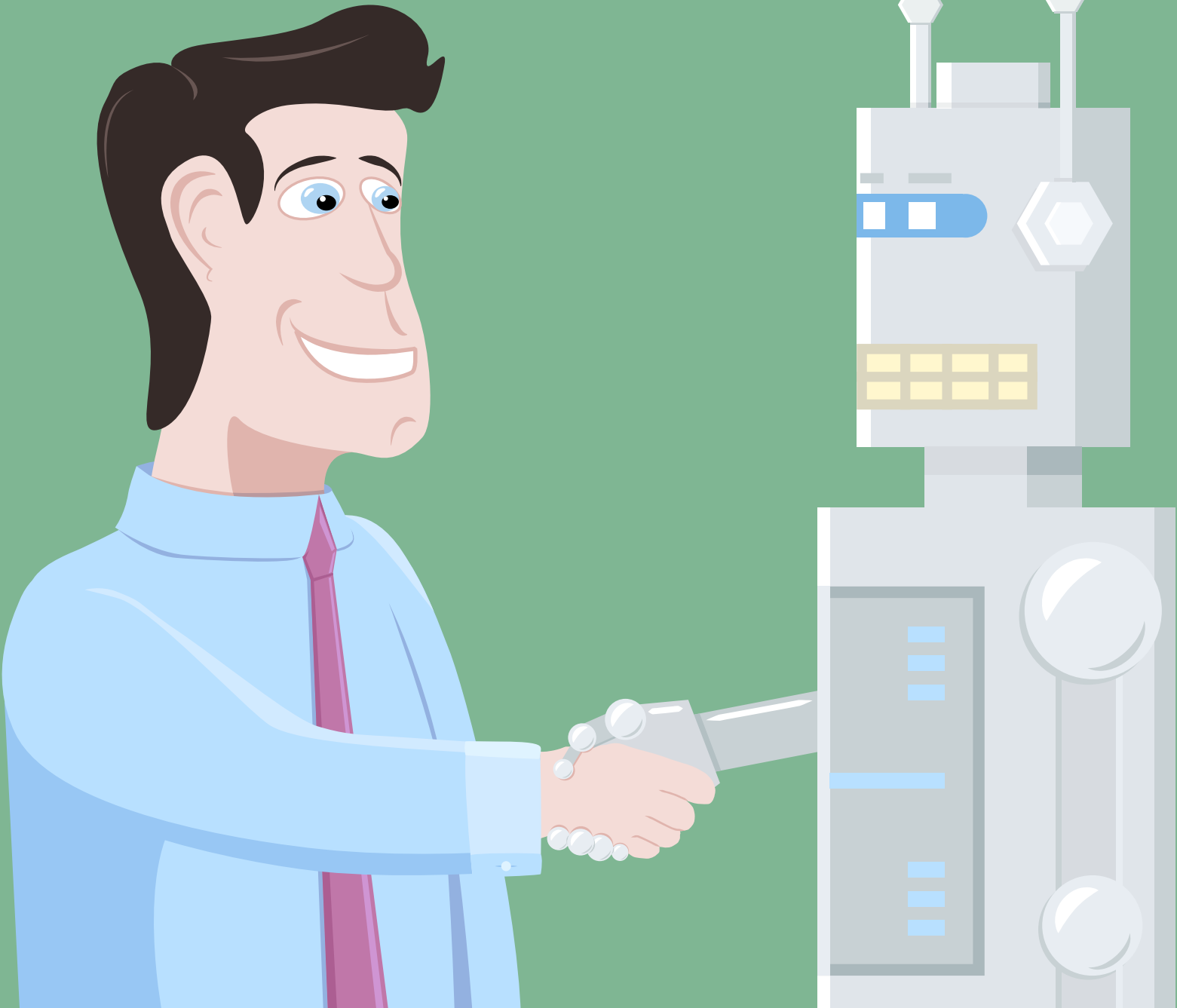


9

Benefits of Business Process Automation

Written by Julia Lee & Bert Myburgh



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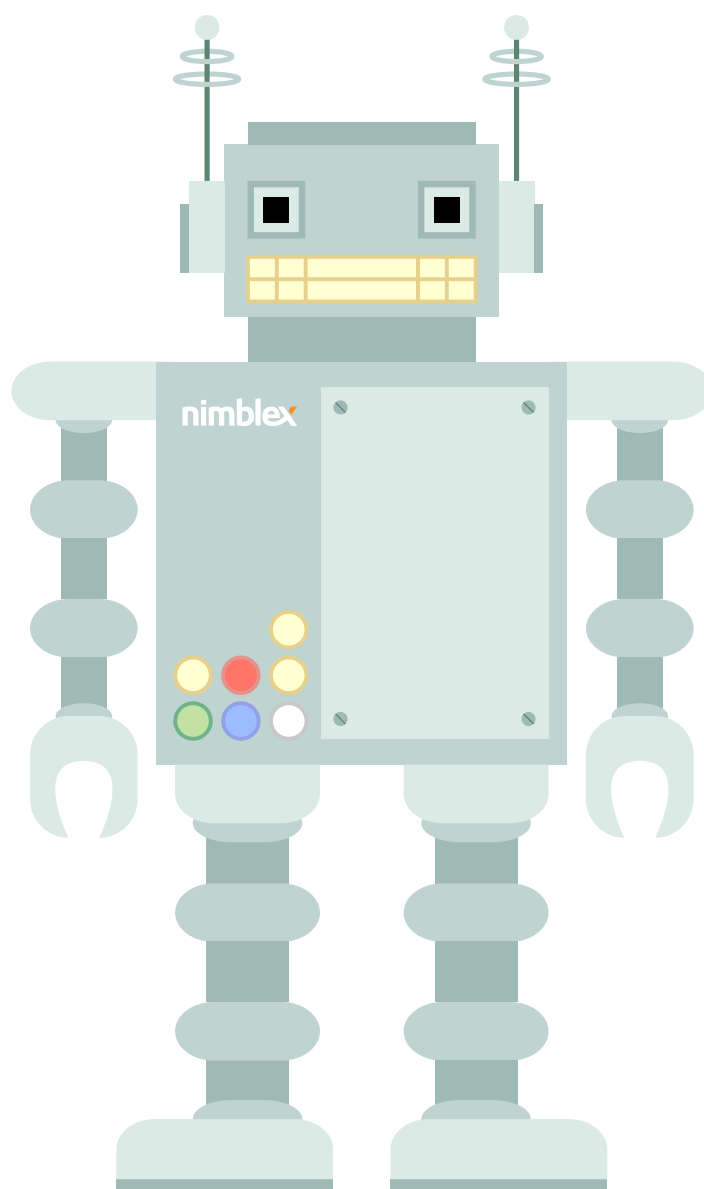
One system. Countless possibilities

Do you want to automate your business processes and work smarter?

Every company, council, government department and not-for-profit is different, but the flow of information is critical no matter how big or small you are.

Unfortunately for many companies, information flow is too often hindered by old fashioned systems and manual, paper-based processes. Employees are bogged down with repetitive, manual tasks and managers are frustrated by delays and information black holes.

That's where business process automation (BPA) comes into play.



What is Business Process Automation?

To put it simply, BPA automates a string of tasks through the use of clever software. The key here is a 'string of tasks', but in today's workplaces we have found many 'silo software solutions', do not allow processes to be automated in a chronological and linear way. They are also expensive and don't accurately reflect the company's ideal way of working.

For example, a traditional HR Management Solution does not 'talk' or exchange data in a seamless and integrated way, with the company's Incident Management Solution or Training Management Solution. Yet, you will agree that if a serious incident does occur, senior management would like to know if that particular employee was trained correctly.

When did the employee complete induction training?

Was a risk assessment conducted before the job started?

How many times has this employee worked for a particular client? Etc.

It's very difficult to get this interconnected information in a rapid, accurate and efficient manner with 'no holes in it'.

The solution is the use of a highly flexible 'Platform Approach', which automates all your processes in a linear manner. A Platform that is feature rich and offers dynamic workflows, real-time reporting and automated communications. But most importantly, a Platform that can shape itself around your unique processes and ways of working.

This is why we talk about a 'tailored' BPA Platform. The shaping is achieved by not writing complex software code, but by easy to use 'drag and drop' configuration. In our industry, the writing of code is often referred to as 'customisation', while the use of configuration is referred to as 'tailored' or 'configurable'.

Below you will find the 9 biggest benefits of a tailored BPA Platform:

1. Productivity
2. Cost-effective
3. Competitive
4. Growth
5. Quality
6. Informed Decision-making
7. Online & Offline Capabilities
8. New Career Opportunities
9. Compliance

1. Productivity

The productivity levels for yourself, your employees and your company will drastically increase with the implementation of a tailored BPA Platform. "Systems improve productivity. Improving your business isn't just about saving time. It's about using the time you have to the greatest possible advantage. That's the power of productivity." (*Patel 2015*) Automation reduces the time wasted on re-work, double-handling and manual workflow activities, associated with the use of files, spreadsheets and fighting with older database technologies. Allowing you to standardise and simplify work procedures to eliminate administrative mistakes.

Just think for a moment, how much time do you and your employees spend in a week undertaking admin tasks, which could be automated?

Imagine what a 40% improvement in productivity will mean for your company?

What could you do with that time saved?

It could range from more time spent on high-level tasks; including strategy, training, research and development. It could simply be more time connecting with your team or simply leaving work on time. "In fact, according to an ADP study, 55 percent of modern employees feel positively about replacing repetitive tasks with automation." (*Byers 2017*)

A more productive company offers the following benefits:

- Happy Employees = Lower employee turnover
- Great Customer Service = Word of mouth referrals
- Successful Companies = Higher profit margins
- Beating Deadlines = Reduced project costs, room for additional projects & employee bonuses.

It might be an old adage, but it still rings true today: time is money. "Bloomberg Businessweek reported that lost productivity because of employee disengagement cost more than \$300 billion in the US a year." (*Ostrow 2017*) Automation provides valuable real-time insights into 'what' does and doesn't 'work' within your existing processes, helping you to identify ways to streamline, refine and improve.

A tailored BPA Platform will enable your company to act quickly and flexibly every step of the way. Answering an enquiry, processing an order or following up a post-sale concern, your customers will always feel their needs are being met.

2. Cost-effective

A tailored BPA Platform will save you and your company a significant amount of money in the long-term; as manual, time-costing tasks are replaced with automated procedures. Employees will focus on value and revenue driving activities. “So why not automate? The answer-budget. Many companies still cannot or do not want to make significant investments in technology (or more people) to offset these challenges.” (York 2015)

Yes, its' true that a tailored BPA Platform has both upfront and ongoing costs; in terms of implementation and subscription, but the long-term savings will cover these costs. “The main reasons businesses adopt automated processes is cost; the average American office worker loses up to 38 hours a year just looking for misplaced items, for example.” (Patel, 2017) This equates to one week wasted on a task, which could be aided by the powers of automation.

Think how many employees within your company relate to this situation? Two? 10? 50? Everyone? If that's the case, the cost of that time is astronomical.

The use of a tailored BPA Platform means it can be configured to fit your current and future requirements, it will never go out of date or become irrelevant to your process activities. Every time you experience a change in your process requirements, the Platform can be configured to fit your latest and newest ways of working. Resulting in software with a much longer life-cycle and a better return on investment (ROI).



Most tailored BPA Platforms allow for a much higher level of ‘self-service’ compared with more traditional software products. This enables Admin and Super Users to perform more tasks and configuration activities. Resulting in reduced support and maintenance costs, when compared to traditional and silo oriented solutions.

The costs involved in purchasing and maintaining a tailored BPA Platform include:

- Operational Expenditure:
 - Hosting - Hosted, Private Cloud, or On-site (Client Hosted)
 - User Licences - no. of users or modules required.
- Capital Expenditure:
 - Configuration Costs - setup and configuration of your solution.

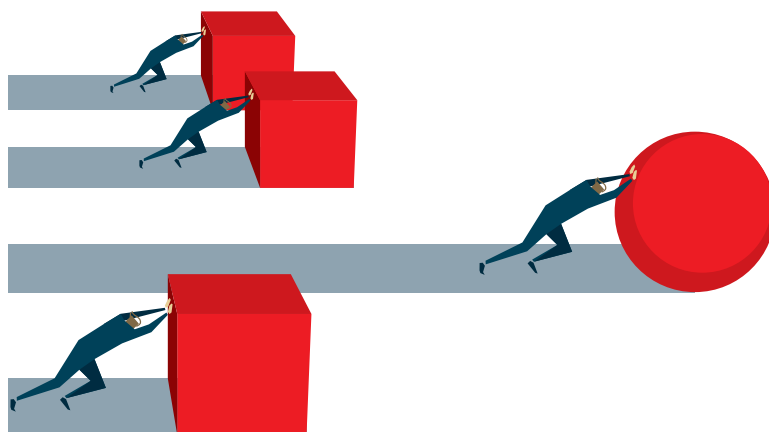
3. Competitive

Do you want to remain competitive now and in the future?

Yes, is most likely your answer and automation will allow you and your company to succeed. Globalisation has delivered many benefits, allowing countries such as China to dominate the Manufacturing industry. This has now changed, with new competitors e.g. overseas countries posing a threat, due to lower labour costs. China has had to look at how they can remain competitive in a changing market. “One response is BPA. “Businesses and government now realise that if China’s companies want to survive, they must move to higher-value work to increase profits,” ... China’s government has introduced favourable tax rates for companies that adopt automation and banks are encouraged to lend businesses the upfront capital investment that BPA requires. Along with rising labour costs, this has helped automation become more prevalent over recent years” (*Automation: the pros & cons 2015*) China is not alone in having to reinvent its economy. “It’s a trend that’s occurring worldwide. According to the Grant Thornton International Business Report (IBR), a survey of more than 2,500 executives across 36 economies, 56% of firms are either automating processes or plan to do so over the next 12 months.” (*Automation: the pros & cons 2015*)

Do you know if your company is planning on implementing BPA in the near future?

Do you think your competitors have already, or are planning on implementing BPA in the near future?



Automation shouldn't only be considered when you're no longer the leader in your industry, or you're no longer meeting year-on-year growth. It needs to be considered and planned now, so you can implement successfully in the future. “Over 70 percent of respondents to a 2016 Villanova survey who

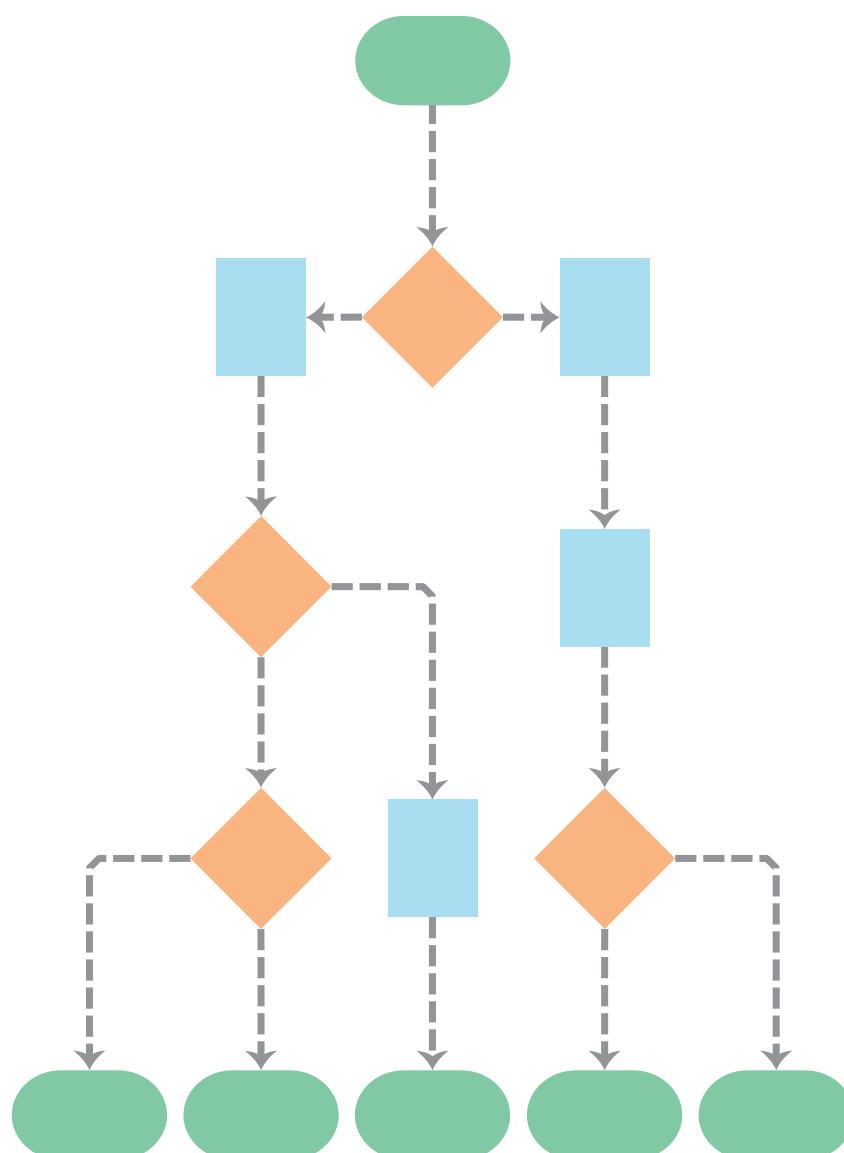
expressed interest in data transformation said they did not have active process maps...“People tend to not talk about data transformation and business process management (BPM) in the same breathe” (*Shein 2017*) To fully reap the benefits BPA can deliver to you and your company, it is essential active process maps are created.

What is a business process map?

Diagrams which map out your companies processes, typically in a diagram format. These diagrams will cover the different steps and actions to complete processes and include:

- **Who** in your company is responsible?
- **What** does your company currently implement? **What** does success look like?
- **When** and **Where** do these steps occur?
- **Why** do you and your company complete steps this way?

A tailored BPA Platform will help you to 'package your competitive processes' in a more robust and manageable way, which will be difficult for your competitors to copy. The unique emphasis on certain workflows, data capturing, real-time reporting and the availability on all mobile or desktop services, will help you to outsmart your competitors. Your company will be able to achieve greater results with less resources and gain the capability for faster decision-making.



4. Growth

Do you want your company to grow?

Yes is most likely your answer, whether it's growth within an existing market or a new market, creating a new product or service, or a complementary partnership. The options are endless.

“Systems can grow your business. The overriding impact of a system is that it can cause a business to grow. Instead of reacting to crises, you can proactively address growth hurdles. When you implement the right systems, you create for yourself both more time and mental freedom.” *(Patel 2015)*

BPA will allow you and your company to reclaim parts of your day, tied up with admin or repetitive tasks, to enable time spent focusing on growth driving activities.

A Tailored BPA Platform will reward your company with growth by:

- Setting Goals based on Accurate Data
- Reducing Labour Costs
- Consistent Client Experience
- Creating a Clear Process for All Tasks
- Minimising the No. of Errors

Also, a Tailored BPA Platform will ensure your company has the necessary automated processes in place, to sustain future growth. For example, a company may possess the necessary induction policies and procedures, but if they are not accessible and your company experiences rapid growth, you may find all your employees aren't correctly inducted. Needless to say, if someone gets hurt, then your company can find themselves in court very quickly. A Tailored BPA Platform will give you the necessary insights and tracking, to ensure all employees are inducted as per your company's policy.



5. Quality

Spreadsheets offer no standard way to enter, organise and analyse data. No easy and effective way to track 'who' did 'what' in a spreadsheet. Every employee operates differently, using various formulas, tabs, sheets, files, etc. It can be a complicated process even when the highest standard of spreadsheets are being met. If someone other than the creator or administrator starts using the spreadsheets, it can be an impossible task to ensure the integrity and quality of the data.

Companies will often start using 'work-around' spreadsheets if 'silo solutions' are outdated and don't fit the requirements of the linear work procedure correctly. The quality of your data is secure with automation, no longer will human error plague you and your company's spreadsheets and reports. All of your company records will be organised.

"Regardless of the industry you serve, document control is one of the most prevalent applications in business today. With many business environments being so fast-paced, the amount of data flowing throughout the organisation requires an effective method for managing all of this data. An automated document control system helps by centralising all data, making it easier to create, approve and distribute all documents." (Ysaguirre 2015)

BPA not only allows a single department to improve data quality, it allows multiple departments too, in a synchronised and integrated way. For example, when the Contracts department speaks to the Finance department and both can see all of the correct data, this can only be positive. A Tailored BPA Platform offers a forensic audit trail. If something goes wrong, the Administrator is able to easily find reasons within the Platforms audit trail.

A Tailored BPA Platform allows:

- Correct data and management reporting (all the time).
- Users comply with company policies and procedures as facilitated by the Platform (all the time).
- Easy to demonstrate that you and your employees have fulfilled your responsibilities.



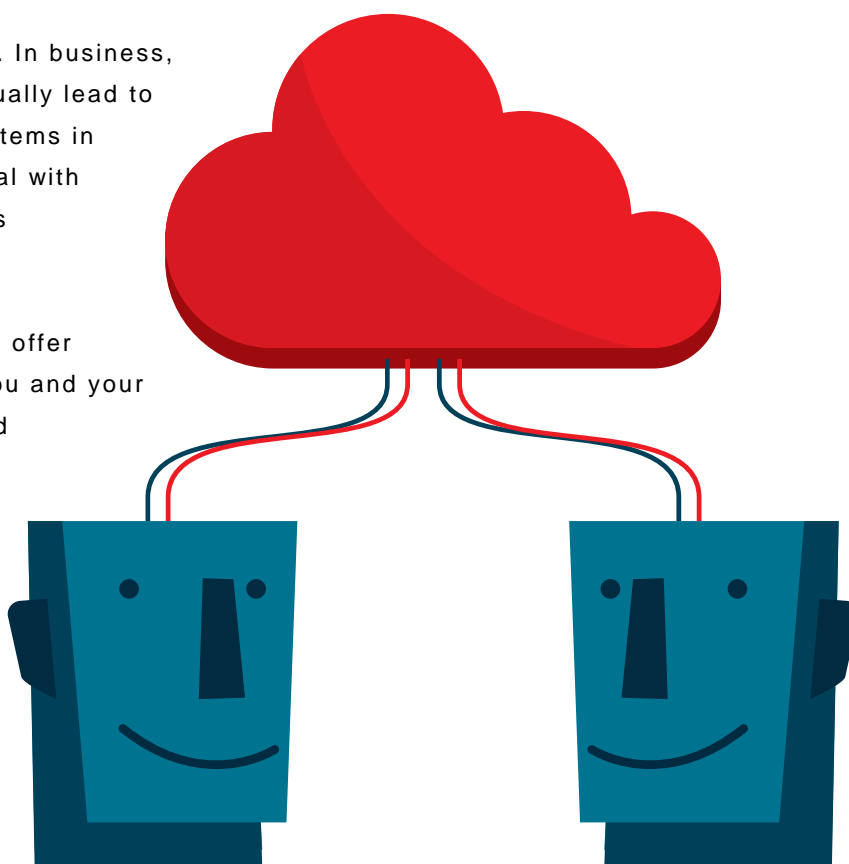
6. Informed Decision-making

You may ask, “What’s wrong with my dependency on spreadsheets for reporting?”

1. The majority of company spreadsheets used to manage data have significant errors. Even if it’s only a few errors, it’s still a big problem when you are basing company decisions off your spreadsheets. Inaccurate data can lead to all sorts of embarrassments, non-compliance and control issues.
2. Generating reports from spreadsheets can take hours and is increasingly time consuming. In many cases the information is out of date, irrelevant and incorrect.
3. If you take the time to generate a report from a spreadsheet database, it’s difficult to go beyond basic analytics, without being a spreadsheet guru. Resulting in data, which is often compromised or incorrectly presented to management for decision-making. Think of the ‘Management by PowerPoint’. This type of reporting is the most time-consuming, brain numbing and old style way of working.

A better way exists!

“Systems dodge problems. In business, small problems can eventually lead to massive ones. Putting systems in place can successfully deal with small scale problems, thus avoiding looming future problems.” (Patel 2015) A Tailored BPA Platform will offer real time data, allowing you and your company to make informed decisions faster. You can create various report views for Operations, Management Executives or Board Members to review. Ensure the BPA Platform you select is rich with charts and visual reporting views.



7. Online and Offline Capabilities

In today's working world, now more than ever you need to be connected 24/7 everywhere you go, in and out of the office, online to offline. Previously offline was just a dream, but advancements in technology have made it a reality. "Expanding the amount and types of data that sales or field support people and managers can access remotely avoids maintaining duplicate manual systems and provides better, faster customer support. From purchasing to fulfilment to the shop floor, field-measurement and reporting, mobile devices are being integrated to yield substantial productivity gains...Instead of simply attempting to replicate traditional software on mobile devices, focus on finding ways to optimise mobile-device-based systems." (*Pinto 2013*)

Do you and your company have the need for...

- Creating and managing your content on an offline app?
- Transferring knowledge or delivering induction or training using an offline app?
- Capturing data offline on a mobile device and then seamlessly integrating it with your Business Process Management software?

If you do, a combined software and app solution, with offline capabilities will be a great fit for you and your company.

Features you should be looking for in an App include:

- You are able to create and submit forms offline.
- Users, specifically contractors are able to create a **FREE** digital worker profile. This is ideal for councils, tourist parks, the construction industry and any company located in regional or poor signal areas.
- Apps which provide a seamless one-way integration with your Tailored BPA Platform
- Ability to auto-fill your smart forms, which will minimise the amount of typing and the no. of errors.
- Apps which instantly captures information including photos and e-signatures from the field.



8. New Career Opportunities

When you hear the word 'automation', chances are you recall all the stories discussing the negative ramifications for employment globally.

Research states a percentage of workers will be replaced as a result of automation. "But the research also suggests that automation will offer workers opportunities to assume new, potentially higher-value roles and responsibilities. More than half of automating businesses expect to redeploy workers into other areas (54%), split fairly evenly between retraining and redeployment." (*Automation: the pros & cons, 2016*) Employees are excited that the monotonous and time-consuming parts of their roles are being replaced by automation. AI and automation is not an 'if', but a 'when' and it is essential for employees to skill-up and remain competitive, both within their industry and for the duration of their working life. "In conjunction with retraining and upskilling efforts, workers should focus on growing unique human skills that AI and robots are unable to replicate, such as strategic and abstract thinking, complex communications, creativity and leadership competencies." (*Brookes 2017*)

Do you like admin?

Do your co-workers like admin?

The answer is most likely 'No' and 'No'.

Think of all the time saved and the hair that won't be pulled out. A Tailored BPA Platform allows you to spend your time completing high-value tasks, which up until now was constantly put on the back-burner as you drained your mental energy levels and time on admin. The number of ideas which will arise, simply as a result of employees, teams and management having the time to think, will only add to their personal development and your company's competitive advantage.

A Tailored BPA Platform correctly deployed (with the necessary change management conducted) will only lead to higher job satisfaction and more opportunities for employees.

A manager who uses a Tailored BPA Platform, will often achieve more productivity and success. One of the key strengths managers will discover is the ability to implement strategy effectively within their company, making them a more desirable candidate for other companies.



9. Compliance

All your information in one place makes it so much easier to comply with policies, regulatory requirements and corporate performance requirements.

“Publicly traded companies, especially in highly regulated environments, must comply with stringent legislation regarding the disclosure of corporate information.

(Kershberg 2011)

- Is the necessary information regarding quality checks correctly documented?
- Can you demonstrate your company follows the correct procurement procedures as dictated by the Auditor General?
- Can your company demonstrate all employees have fulfilled the necessary training and induction as required by various legislations, to perform certain high-risk activities?
- If a fatality, or serious injury occurs on-site, can you stand in court and defend the decisions you made prior to the incident?
- How easy is it to provide your board with evidence, that all employees have followed official policies and procedures relating to a certain request?



If your company was audited now, are you confident you would pass successfully?

Or, does the mere thought of being audited send you into a state of panic.

The good news is that, "successful GRC vendors are developing more intuitive and configurable platforms, providing expanded integration and content options, and focusing on user engagement through automated reporting, alerting, and mobile accessibility," said Angela Gelnaw, senior research analyst, Legal, Risk & Compliance Solutions." (*Worldwide Governance, Risk and Compliance (GRC) market to \$US11.8 Billion in 2021, 2017*) Ensure your company selects a Tailored BPA Platform which is agile enough to shape around company policies and the needs of management, with a clear audit trail on user activities.

When you are aware of what is happening every step of the way, compliance becomes easy and corruption can be eliminated. But most importantly, you can sleep with ease every night knowing that every box is ticked and every form is signed.

Nimblex is one of Australia's most innovative, flexible and affordable BPA Platforms.

Nimblex offers company's the following benefits:

- 100% customisable Management Solutions (all on the one Platform)
- Longer life cycle, which gives you true value for money, i.e. your solution will always stay in step with changing needs.
- Flexible reporting and workflow as per management requirements.
- Easy to scale up with user numbers and other types of solutions, which can be configured on the same Platform.
- Lower cost due to 'self-maintenance model' and DIY.
- Everything is available in one place.
- Easy integration
- Self-service model; companies can be trained on how to configure the Nimblex Platform which means that it is easy to manage, maintain and is cost-effective.
- Faster ROI and benefits realisation, due to the rapid configuration and deployment capabilities.
- And so much more!

Did you know? The Nimblex Platform is fully certified as Australian Made.

Let's Talk

Since 2010, we've been making business management software more efficient, cost-effective and less complex.

We configure software, without the need for writing code, long lead times and big budgets. Nimblex fits around you and your company's way of working, you don't have to fit around our software.

Find out why 70+ clients including Twinings, Melbourne Airport, AFL SportsReady, Jayco, Yarra Valley Water and WorkSafe Victoria chose Nimblex as their Tailored BPA Platform provider.

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