bizagi

Leading chemical production company use Bizagi to deploy over 35 processes, handling over 70,000 cases

Company name :
Leading Chemical Producer

Industry:
Manufacturing

Location:
Germany

One of the world's largest chemical producers needed to implement new processes across the organization and migrate workflows from their legacy systems, including Lotus Notes, onto one central platform. This needed to be done in a fast, cost-effective manner while also providing the flexibility to connect with systems including SAP, Sharepoint and SQL databases.

Using a Center of Excellence (CoE), over 35 processes have now been implemented throughout the business, with over up to 8,000 cases a month created in Bizagi. Taking a cloud-native approach provided both speed and flexibility, while Live Processes on the low-code platform were used in the company's citizen development initiative, so business users could either prototype workflows prior to build or implement simple workflows on their own. Using Bizagi as a central platform, they gained complete transparency over all workflows and gained the additional advantage of process optimization through Bizagi's reporting and analytics.

35 processes launched

70.000 cases created in Bizagi

Cloud-first approach for fast deployment

"The process modeler is always appreciated, so that users can already create a baseline when they have an idea about the process flow."

Product Manager, Business Workflows

Objectives

- Implement new workflows across the divisions in the organizations
- Replace legacy Lotus Notes system
- Integrate with systems including SAP, Sharepoint and SQL databases
- Provide transparency across processes
- Eliminate reliance on email and attached documents to complete processes
- Streamline workflows to save time
- Invoke one central place for user's workflows

Achievements

- 35 processes launched including procurement, building and construction, shopping chemicals and document approval
- 70,000 cases created in Bizagi, up to 8,000 per month
- Cloud-first approach for speed and flexibility when deploying new processes
- Live processes and low-code platform used to support citizen developer program
- Process mapping provides end-to-end process transparency
- Use analytics and reports help to drive process optimization

Overview

As part of a digital transformation project, Bizagi was first deployed at this German chemical company in 2016 and is being rolled out across divisions within the organization, including agricultural solutions, industrial solutions and chemicals.

Rather than operating central projects, digital transformation is carried out within business units of the organization, who share what they can do for other internal businesses. If a project is successful within one business unit, then others are likely to adopt it. Since proving successful in several departments, Bizagi processes are now being rolled out across the organization.

Challenge

The organization were looking to create simplistic workflows using new, centralized platform so they could shut down their Lotus Notes system, which had thousands of applications after being used for more than 25 years. This needed to be done in a fast, cost-effective manner while also providing flexibility to connect with systems including SAP, Sharepoint and SQL databases.

They decided that business should lead the project, with Citizen Developers implanting simple workflows on their own, and helping to determine which processes should be implemented next. In addition the project team provided Bizagi Live processes for scientists, chemists and other users within the organization to use for simple workflows, demos and piloting cases that they thought would be effective in Bizagi.

"Live processes was great to use pre-project. It lets the users get clear about their requirements. When using drag and drop, they need to think about what they need to build forms, so they get clarity early and minimize risk for going on with implementation."

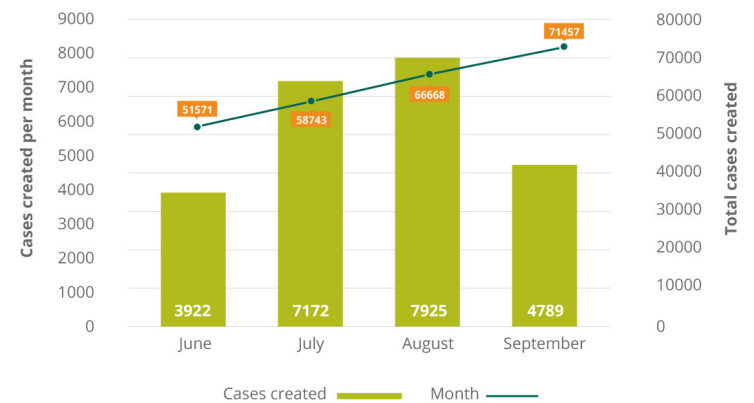*–Product Manager, Business Workflows*

Solution

The organization had a cloud-first approach, as they were convinced that cloud provides flexibility, cost-saving opportunities and scalability to projects as they save time and money on infrastructure and resources. Four years later, cloud has provided them with huge advantages.

The project team created a Center of Excellence where Bizagi best practice is detailed alongside other platforms, such as UiPath and Microsoft. All users must complete a Bizagi certification before they do implementations on the platform, so they created a mentoring programme for experienced users to supervise new users. In total there are now 10 business users and eight IT users.

Results

The organization has now implemented over 35 processes with Bizagi across the organization. This totals over 70,000 cases.

Case creation trend

The processes include:

Procurement: Bizagi helps to drive and distribute a questionnaire to purchasers who can rate the business's list of providers to state if they are reliable and good value for money. This risk management exercise helps ensure that purchased goods are delivered on time and in good condition.

General Approvals: This process used to be carried out over email, with attached documents, which often bounced or used invalid templates. Using Bizagi, they created a two-step approval, where the user enters information into a form. Bizagi issues the approval and sends reminders if the request has not been approved. The process model allows complete transparency, so you can always see what stage the request is at.

"The approvals process was a huge success story because with nearly zero effort we implemented an easy-to-use process across the whole of the company. Everyone in the company will use Bizagi for this process, that's more than 100,000 users." – Product Manager, Business Workflows

–Product Manager, Business Workflows

Shipping: The organization has to ship lots of chemical samples, and due to regulations, it's very important to track the process. Every country has different rules on what the package needs to look like, based on its contents. Bizagi access master data on country law on what packaging and labels should be used to ensure compliance.

Unused devices: Over 80,000 employees use an electronic device. Sometimes a device is ordered, but never connected, wasting the organization money. They created a process to identify devices alongside a approval process, sent to the employee's supervisor, to activate it.

Thanks to the complete transparency and reporting provided by Bizagi, the organization are continuously monitoring their processes and finding ways to tweak and improve them for maximum efficiency.

Unused Devices Process