CASE REFERENCE · HOSPITALITY & PHYSICAL ASSETS

Property & Assets Group

FDX - Strategy & Process

Property & Assets Group	Hospitality & Physical Assets	Engage · Design	
CLIENT	INDUSTRY	DELIVERED AS	• Process Mapping • Process Governance • Nintex Process Manager • Automation

PROCESS MAPPING & OPTIMISATION

Mapping HR processes to prepare for automation

We ran our Process Practice to map, optimise and govern a property and assets group's HR processes in Nintex Process Manager, giving them the visibility they were missing and a clear path to automation.

01

THE CHALLENGE

Across a property and assets group with people spread over a lot of sites, the HR processes that kept the workforce running, onboarding, leave, transfers and exits, lived mostly in individual heads, inboxes and spreadsheets. Nobody had a single, trustworthy picture of how any given process actually worked, which made them slow, inconsistent and hard to govern, and made the idea of automating any of it a non-starter. The group wanted those processes mapped, standardised and brought under proper governance, with a clear view of what could be automated once they were.

02

THE APPROACH

We brought in our Process Practice and ran it as a structured, phased engagement on Nintex Process Manager. We started with assessment and planning: workshops to understand the current processes and their pain points, a process catalogue scored for issues, complexity, metrics and risk, and a process governance framework with success metrics agreed up front. From there we moved into design, mapping and documenting the key HR processes in Nintex Process Manager in a hierarchical, navigable format, and designing optimised workflows with automation opportunities flagged alongside the process owners. We configured the platform, stood up dashboards and reports, defined security roles, and trained process owners and analysts on a train-the-trainer basis so the capability stayed in-house. Finally we put governance protocols, an adoption and support programme and a process centre of excellence in place, so the processes keep improving and the optimised ones are queued up for vendor-based automation.

03

THE OUTCOME

The group went from HR processes that lived in people's heads to a documented, navigable set of process maps in Nintex Process Manager that anyone can follow, with clear owners, governance and success metrics behind them. The processes are more consistent and easier to run, the business finally has the visibility it was missing, and because each optimised process was mapped with automation in mind, the group has a ready short-list of candidates to automate next rather than guessing where to start.

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04 SUMMARY & BENEFITS

- ✓ Key HR processes mapped and documented in Nintex Process Manager, hierarchical and navigable.
- ✓ Process owners and analysts trained on a train-the-trainer basis, with a process centre of excellence to keep improving.
- ✓ A process governance framework with owners, security roles and success metrics.
- ✓ Optimised processes flagged and queued for automation.

Want a result like this?
Talk to us about your own challenge — info@firsttech.digital or +27 10 501 0800.

Let's Talk →