



FlowBiz Pty Ltd  
PO Box 227  
Scarborough  
Level 2, 19 Creek  
Street Redcliffe,  
QUEENSLAND 4020  
AUSTRALIA

Main Office: +61 7 3283 6215  
Fax: +61 7 3880 0411  
Email: [sales@flowbiz.com.au](mailto:sales@flowbiz.com.au)  
Mobile: +61418878849  
[www.flowbiz.com.au](http://www.flowbiz.com.au)

ABN 96 092 808 814

## FlowBiz Customer Solution – BPM Shared Services Case Study\*

### Overview

**Country/Region:** New Zealand  
**Industry:** Government Shared Services  
**Users:** 5000

### Client Profile:

This Government Department was established in July 2010 to reduce costs and deliver savings in administrative, support and procurement services for a Government sector. Their role is to facilitate and lead initiatives that result in savings and efficiencies.

### Business Situation:

The establishment of the Government Department is a critical development to progress the wider work programme for transformational change.

Its longer-term business objectives are:

- growth in year-on-year savings to the sector that flow from initiatives developed and implemented by the Government Department;
- more effective provision of administration and support services;
- and a better level of support to sector decision makers.

To deliver on the above, the strategy was to progress towards a BPM Portal environment that would support, as a first step the documentation of business processes from macro level to step level and capture and report key process data.

The solution must provide the capability to easily update processes in the future, and for those updates to be automatically reflected in associated processes.

A tender process was launched for a BPM tool, implementation of a BPM tool, and ongoing support of the BPM tool resulting in FlowBiz being declared ahead of all other competitors and being awarded the contract.

*\* Note that there is a confidentiality clause with this client that prevents publicly identifying them. Contact us directly to discuss this project.*

Save time, effort and frustration by using a complete solution that is extensible.

“Using the FlowBiz Workflow Connect BPM Portal and associated tools has helped put this Government Department ahead of its expected project delivery. With the assistance of FlowBiz and a team of business analysts, within 12 months this Government Department have defined critical business processes and commenced the in-depth analysis, dissemination and improvement of the processes.”

This Government Department engages with internal and external consultants across a range of business activities. The challenge was to consider a solution that not only captured business processes but could be used for human processes, aligning to system processes and the capture of critical data regarding the processes. And then serve this information to business end users in a format that was easy to follow.

The FlowBiz Workflow Connect solution not only covered their initial requirements but also emerged as a clear winner for collaboration and extensibility. With a varied selection of business modules such as Governance, Risk, and Audit, change management and ultimately process execution available for the future; the platform is ready to meet tomorrow’s challenges and needs.

### Benefits after 12 months:

- Over 350 processes defined, published and managed.
- Reduced time to access critical process information.
- Reduced training impost due to ease of use of workflow tool.
- Community engagement through easy to user interface.
- Link back to Oracle database for process information in system processes
- Critical documents being loaded ready for linking to processes.
- Vastly improved record searching and indexing.
- Improved satisfaction from analysts.
- Improved satisfaction from the user community.
- Platform ready for extensible modules.