

CASE STUDY ROUND-UP SERIES

Digitally Transforming with Citizen Development



AT A GLANCE

Partners

- Joget
- Pipefy
- Kianda
- Quixy
- AgilePoint
- TrackVia

Customers

- SECURE
- BeerOrCoffee
- ATA
- SUCO
- GVTC
- RPCS

INTRODUCTION

This month we are bringing you real-life stories on how citizen development can be a superpower for organizations across the globe embarking on their digital transformation journey.

Digital transformation is a hot topic in the industry at the moment and it's no surprise after Covid-19 inadvertently forced the hand of many organizations to ramp up their digital transformation initiatives. Almost overnight working remotely becoming a requirement in most countries and companies had to rely on their technology to adapt accordingly.

However, aside from the obvious and immediate changes that needed to be made as a result of the pandemic, digital transformation goes a lot deeper than working remotely. According to one of our Gold Partners, Kianda, "Citizen development is the bridge between the world of technology and empowering the people outside the world of technology."

For digital transformation initiatives to be successful there needs to be a cultural shift that embodies continuous improvement and collaboration. This culture needs to be manifested through the combination of educating staff and a positive attitude towards technology and innovation.

Continue reading to see real life examples of how our partners are helping organizations across the world successfully implement their digital transformation initiatives with the power of Citizen Development.



"Fundamentally, digital business transformation is about a culture that coexists with any transformation process. Certainly, where things are progressing with the digital transformation, the organisation gets more efficient. As a result, people begin to realise the value of the digital transformation. After that, culture begins to evolve and become more accepting of change."

THE SCIENCE BEHIND CITIZEN DEVELOPMENT (AND DIGITAL TRANSFORMATION)

Kianda



STATEWIDE ELECTRONIC COURIER UNIVERSAL RECORDING ENVIRONMENT (SECURE) - GOVERNMENT

Citizen Development enabled Orange County's Clerk-Recorder Department to digitally transform their Business Processes



Problem

- SECURE is Orange County's Electronic Recording Delivery System. Business processes upstream of SECURE, like managing applications were conducted manually via emails resulting in significant overhead and cumbersome tracking.
- This also caused other inaccuracies inherent to manual processes.
- Inefficient use of resources due to large parts of the team being tied down with mundane and repetitive tasks.
- Poor levels of visibility that was having a negative impact on productivity and bottom line.



Solution

- With the Secure Support Workflow (SSW) application built on Joget, the organization streamlined and automated its business processes to handle a large volume of SECURE support activities.
- The organization was able to manage the progress of these activities in real-time, track activities to completion, and report on relevant data with timely insights.
- The SECURE Support Workflow (SSW) system automated approximately 8 processes with about 150 user screens.



Outcome

- Despite a limited budget, Citizen Development enabled the organization to deploy automation that was much needed.
- All this was built on Joget by just one of their citizen developers over the course of six months, resulting in phased improvements and increased efficiencies.
- This has helped to bend the cost curve of the organization while boosting working productivity at the same time.
- The SSW system reduced the team from 8 to 4 in a matter of months, which resulted in the organization being able to better allocate valuable resources elsewhere.



"After we learned how to create a workflow, adding new ones was trivial... There are endless possibilities limited only by an organization's desire to explore. We are currently using Joget for our customized knowledge base, ticketing, and workflow functions. We have reduced our turnaround time and increased our consistency across all our business processes."

PATRICK COPLAND

SECURE Project Manager at Orange County



BEERORCOFFEE - HYBRID WORKSPACE SOLUTIONS

Pipefy enables BeerOrCoffee to digitally transform by centralizing and standardizing high quality processes on a single platform



Problem

- No centralized tool for managing processes which became increasingly difficult as the team grew.
- Different teams were using different processes making it difficult to standardize internal processes.
- Interactions with coworkers and other departments were hampered due to teams using different cloud services.
- Lack of centralization and standardization meant different teams in different time zones would ask for the same information which weakened their partners trust as it made them look messy.



Solution

- Pipefy centralized all processes in one shared platform for all of their operations which gave each department the autonomy they needed for customizing their own workflows, but providing standardization for data management and visibility.
- The CRM process was one of the most important and complex processes that was built on Pipefy and gained the most efficiency as a result.
- Several automation rules were added to the complex CRM workflow, which runs through several departments in the organization. This allowed teams to automatically communicate with internal and external clients using emails and notifications.



Outcome

- After the customized process is delivered through Pipefy, each department is empowered to adapt the platform in their own way and the IT & Integrations team encourages process improvements.
- After a year and a half of implementing Pipefy, BeerOrCoffee has already achieved impressive results. By the end of 2021, 5 departments were using Pipefy to manage over 60 different processes.
- By utilizing the automation rules in Pipefy, BeerOrCoffee's team has managed to save over 560 monthly work hours, which is equivalent to two full-time employees. These two employees can now leave those repetitive tasks behind and participate in higher value-added tasks in the business.



"Currently, Pipefy lets us test new processes and learn in a very simple and inexpensive way, freeing up our development team to act solely on top-priority projects."

MARCELO BOGOBIL

IT & Integrations Manager



ATA - ENGINEERING

ATA digitally transforms by empowering Citizen Developers to build and deploy SAP applications 10x faster with Kianda which accelerates productivity and saves both time and resources



Problem

- Manually executing business processes using multiple spreadsheets and emails was extremely time-consuming for ATA.
- The complexities associated with ERP system SAP strictly limited SAP application development to IT teams due to coding requirements and therefore made it very difficult for ATA to make simple changes or extend their SAP applications.
- Lack of visibility and transparency into processes prevented teams from gaining insight or tracking and monitoring their processes. This also had a knock-on effect, causing inefficient collaboration.



Solution

- ATA replaced manual and inefficient processes with rapid streamlined workflows that easily interact with SAP.
- Kianda no-code platform is empowering users at ATA to easily make changes or create new SAP applications without any programming skills required. The group now build, deploy, extend and maintain SAP applications 10x faster than they previously did.
- Simplifying SAP application development has significantly saved time and resources for ATA, reduced operational costs, enhanced value per work and has improved employee collaboration and engagement.



Outcome

- Using Kianda, ATA are rapidly building customisable SAP applications 10x faster.
- Removing the barrier to programming for SAP allows users with or without coding skills to maintain, extend or create new SAP applications.
- ATA have achieved better in-house control and are leveraging Kianda no-code application development to become 90% self-sufficient, enabling teams to continuously improve apps.
- The organization have streamlined many business processes across multiple departments, which has hugely increased efficiencies and enhanced cross-functional collaboration.



"Any process workflow where we typically had to email somebody to confirm a step is complete and subsequently send it to different departments... this has all been easily streamlined using Kianda."

KARL MCENTEE

Group Digital and IT Director



SUCO - BANKING

Quixy transforms SUCO's processes from being separate, manual and labour intensive to one general-purpose automation platform that reduces turnaround time by 30%



Problem

- SUCO had many processes that were unique to its organization and were either email or paper-based, making them error-prone, slow, and non-transparent.
- The turnaround time for these processes was long because of the manual handling and the bank was looking for a solution to reduce this time.
- Being a non-IT organization meant that buying a separate solution for each process may not be configurable to the bank's needs.
- No single source of truth and poor visibility resulted in slow, inefficient and labour-intensive processes.



Solution

- One general-purpose automation platform that could be used to automate all processes as per their unique needs and become their single source of truth for all the information.
- SUCO adopted an agile citizen development approach to automate various processes on the Quixy platform, each sprint either involved enhancements to the processes already automated in the previous sprint or new processes altogether.
- The apps are seamlessly integrated to ensure no data redundancy, and Quixy remains the single source of truth for all data.



Outcome

- With Quixy, SUCO has been able to automate all its non-core financial processes on one single platform. Users are able to make changes to these apps and deploy them easily and swiftly.
- The IT team has to now manage only one platform instead of multiple COTS applications.
- Because of the automation of manual, paper, and email-based processes, the process turnaround time for applications like Appraisal Management has reduced by 30%.
- As a result of managing one platform instead of separate systems SUCO saved on costings.



"With Quixy, we have managed to build and deploy various apps on a single platform instead of procuring and managing separate software for each use, resulting in easy management, cost savings and single source of information. Our process owners are able to make enhancements to their respective apps as and when required swiftly and easily."

DEEPA MAKSI

Head of Department, Tech Team



GVTC - COMMUNICATIONS PROVIDER

GVTC Communications Gains New Competitive Edge By Digitally Transforming Using AgilePoint's Process-Centric Applications



Problem

- GVTC built new, next generation fiber transmission technologies that created customer technical requirements which were not supported by their existing legacy order processing systems.
- The existing systems utilized multiple documents and file resources that created task duplication, errors, and service status "black holes."
- Data was shared between departments by individuals using Excel spreadsheets rather than a system of record.
- Inefficient systems consisting of manual processes were having a negative impact on efficiency and cost.



Solution

- GVTC chose to replace their Master ASR Excel spreadsheets and shared drive updates with AgilePoint to create an optimal, order workflow.
- The workflow ensured task completion in the most efficient way possible while allowing PC and mobile access to process information by all stakeholders from inside and outside the network.
- GVTC used AgilePoint eForm technology to build input forms for required task information that delivers specific data/information at each task step of the fulfillment process while populating a single process-controlled SQL database for reporting and data integrity.



Outcome

- The Ethernet Backhaul Order Fulfillment Project now automates the enterprise workflow from order to fulfillment at GVTC.
- Overall, this greatly reduced the time spent chasing order status by providing status and visibility into all processes across the end-to-end order fulfillment operation.
- This has reduced risks related to penalties for non-performance and non-compliance and has provided scalability for the new line of business.
- GVTC also saw improvements to access to data, data integrity, process visibility and team collaboration.



"AgilePoint has been a breakthrough for us to better leverage our IT resources. AgilePoint is a way for us to empower our Business Analysts so that much of the software load can be handled by them, freeing up resources on the development team."

BILLY WILSON

Manager Information Technology



RPCS - CONSTRUCTION

Digitally Transforming via the Automation of Manual Processes Improves On-Time Delivery and Increases Productivity, Scaling Business for Growth



Problem

- Before TrackVia, RPCS field workers used paper forms to collect data on their daily work and a laminated paper site map highlighted with colored dry-erase markers to track progress.
- Slow response times due to inefficient processes such as photographing paper forms and then uploading them onto DropBox.
- Manually entering data into spreadsheets and then emailing to office staff for project tracking and analysis resulted in project delays and poor reporting.
- RPCS worked on up to 20 projects at a time and project managers manually created reports for clients and executives which resulted in delayed billing to their clients.



Solution

- With TrackVia, RPCS and Sol Rebel built and implemented a custom workflow application in eight weeks.
- The application helped them consolidate project documentation, time-tracking, and photos that were previously stored in Microsoft Excel and scattered across other personal systems, such as Google Drive and Box.
- For data collection in the field, workers now use TrackVia on their mobile devices, eliminating the need for paper forms and rekeying data after-hours.
- It also sends automated reminder notifications for overdue data entry, as well as prompts workers when data is entered incorrectly or missing.



Outcome

- Since implementing TrackVia, RPCS has improved their data collection, data integrity, and gained real-time visibility into project progress at their sites.
- RPCS can now take on more projects, improve its on-time delivery, and quickly identify when issues arise, including when projects are behind schedule.
- Reporting is used for more accurate forecasting and allocation of resources as a result of everyone from the C-suite to the field knowing the project status in real-time with a simple glance.
- With the TrackVia app and guidance from Sol Rebel, RPCS is scaling to manage its growth, improving customer satisfaction, and minimizing unnecessary costs.



"The TrackVia platform is easy to use and the team has provided excellent service in helping us build a custom, mobile native application. With TrackVia we have vastly improved project visibility, reporting, and analysis."

RANDY BATCHELOR

OPERATIONS CONSULTANT FOR RPCS AND FOUNDER OF SOL REBEL

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IN SUMMARY

Citizen development supports digital transformation projects by improving outdated systems, automating repetitive tasks and creating an environment where business users can continually look to iterate and further improve processes in partnership with IT.

Three common themes from our featured case studies:

Efficiency:

Before citizen development: Many of the featured organizations were still using outdated and inefficient systems such as capturing data with papers and photos and tracking via multiple spreadsheets.

After citizen development: Multiple, separate systems were consolidated into one application which provided a single source of truth that vastly improved visibility and efficiency.

Automation:

Before citizen development: Communication was slow and data wasn't always accurate as many systems still relied on manual tasks and communication via email.

After citizen development: Manual and repetitive tasks were automated giving employees real-time notifications which improved communication and boosted productivity.

Continuous Improvement:

Before citizen development: Due to lack of skills, business users relied solely on the IT department to fix software related issues they were experiencing and had little control in improving inefficient processes.

After citizen development: Empowered Citizen Developers have the skills and expertise to continually build upon and improve systems and processes with the backing and assistance of the IT department when required.

FEATURED ORGANIZATIONS

SECURE	BeerOrCoffee	ATA	SUCO	GVTC	RCPS
 <p>SECURE is a Multi-County Electronic Recording Delivery System (ERDS) allowing California County Recorders to make use of a single streamlined system. SECURE is jointly owned and operated by Los Angeles, Orange, Riverside and San Diego Counties. SECURE was built upon Orange County's successful electronic recording system first implemented in 1997. Secure, fast, efficient and AB 578 compliant. That is what SECURE is all about!</p>	 <p>BeerOrCoffee is a platform that provides hybrid workspace solutions for companies. Its flagship product, OfficePass is a subscription that allows employees of one company to access office space wherever it is more convenient to them, throughout a large network of shared workspaces. Clients are also able to access meeting room rentals, virtual offices, private rooms, and built-to-suit premises.</p>	 <p>ATA is a leading manufacturer of precision engineering products, operating in all major global markets in over 90 countries with a network of more than 3,000 distributors. The group design and manufacture a comprehensive range of bespoke and standard tungsten carbide burs, pneumatic tools and abrasives and have been serving customers in all major industries for 50+ years.</p>	 <p>SUCO Souhardha Sahakari Bank (SUCO) is one of the fastest-growing co-operative banks of Karnataka with a vision that customers must have all the latest technology-driven services available to them. SUCO bank started its operations in the year 1995 and is into personal, agricultural, and business banking. The bank has 29 branches spread across North Karnataka with Head office situated at Bellary.</p>	 <p>GVTC is a full-service communications provider offering high-speed Internet, digital cable TV, phone, and smart home security monitoring to more than 40,000 customers in areas north of San Antonio and South Central Texas. GVTC has been named a Top 100 Broadband Provider by Broadband Communities Magazine for consecutive years.</p>	 <p>RP Construction Services (RCPS), partner of solar tracking pioneer Array Technologies, provides complete turnkey project design and mechanical installation services for solar tracker projects. A typical project consists of anywhere from 20 to hundreds of rows of photovoltaic (PV) modules, with 60 to 80 modules per row. Each project is installed by 10 to 40 people on-site who are driving foundation posts, installing racking, and mounting modules.</p>