



# CASE STUDY ROUND-UP SERIES

## Time Saved (Part 1 of a 3-Part Series)

### AT A GLANCE

#### Partners

- Kianda
- Pipefy
- AUTTO
- Joget
- Quixy
- TrackVia

#### Customers

- Mercury
- Capgemini
- FINTRAIL
- Hume Cement
- Compass Group
- DIRECTV

### INTRODUCTION

This month we are bringing you real-life stories on how citizen development can assist organizations in saving time - the first part of our 3-part series.

It's easy to feel like there is never enough time to get everything done in a day. Time spent putting out fires, dealing with urgent and daily tasks, and offering client support is usually inevitable.

However, most organizations are able to save time through automation, process enablement, and much more. The challenge comes when trying to find the correct technical solution to assist in such initiatives.

With some assistance from a technology partner, organizations are able to increase efficiency in day-to-day tasks through citizen development.

Continue reading to see real-life examples of how our partners are helping organizations across the world successfully automate processes, expand capabilities, and save time with the power of citizen development.



*"We were focused on an innovative service to support all our internal customers. Our HR team needed to be more agile, innovative, and improve the experience of our employees."*

**MARCELO SEIXAS**  
HR Manager of Capgemini



## MERCURY- ENGINEERING

European leading engineering contractor, Mercury simplifies and improves complex project approval process with Kianda to save time, reduce cost and accelerate project management.



### Problem

- Historically, Mercury managed their project approvals via Excel which required manual steps of printing, signing, scanning and finally emailing to the next approver on the list which made it very time consuming and difficult for teams in remote locations to collaborate
- Prior to implementing Kianda, they implemented a different project management solution which had poor reporting capabilities, was extremely slow and workflows frequently broke down mid-process
- The project management system had zero flexibility which meant that every issue had to be outsourced to external experts and incurred additional consultancy costs



### Solution

- Kianda provided Mercury with a project approval solution that synced with their existing systems while addressing the challenges they had with previous project management solutions.
- Mercury's Authority Matrix allows teams to complete project approvals in a single system without requiring any additional manual re-work.
- Online forms provide faster load time and easy-to-use dashboards empower teams to report on KPI's from anywhere at any time.
- Implementing a low-code project management solutions allows Mercury to maintain their processes and bring knowledge in-house.



### Outcome

- Digitally transformed project approval process and eliminated additional work across spreadsheets, paper forms, emails and phone calls.
- Achieved 80% faster load time with online forms, allowing Mercury to shorten approval workflow cycles, save 75+ hours of previously wasted time per year and increase productivity.
- User-friendly project approval process enhanced end-user satisfaction and reduced support tickets by 94% lowering issues and queries from 12 per week to 3 per month.
- Gained better in-house control by easily and quickly building and maintaining solutions without any coding or additional costs required



*"I can't begin to explain how valuable this has been to have the knowledge and skills myself. Someone nabs me in the corridor and mentions an issue. Rather than "I'll log it with the provider" instead now I'm able to ask them real questions to understand whether this is something I can address myself or if I'll need to involve the Kianda team. I truly didn't realize how empowering this would be."*

**FIONA MCCABE**

Business Applications Manager



## CAPGEMINI - IT SERVICES

With Pipefy, Capgemini was able to reduce the costs of managing HR Requests by 42%, achieving a positive ROI within months.



### Problem

- Although Capgemini works to expand the tech stacks available for their clients, their internal HR team within the Bsv operation (Business Service V) realized how unsatisfied their employees were with the services provided to them.
- The HR team received an average of 2,500 requests per month through many channels, like email, direct messages, and verbally, without any categorization or prioritization. They allocated 5 full time employees to manually triage and process their requests.
- This legacy process also had pre-existing bottlenecks that negatively affected their employee's experiences. Requesters were required to print a document, collect their manager's signature, and scan it just to submit a request.



### Solution

- After realizing the main bottlenecks and pains of their employees, Capgemini's HR department started the second step of the project: mapping the 95 types of requests.
- Some months after the project started, the HR team created a "Talk to HR" initiative, which includes a single portal for opening requests and sending automatic updates to all employees.
- The portal is in its 2.0 version, combining multiple platforms:
  - Pipefy
  - RPA (UiPath)
  - Chatbot
  - Sharepoint



### Outcome

- For the HR team, who receive and deliver all HR requests, Pipefy allows them to centralize all requests in a single portal and move from manual work to now focus on value-added activities and more complex requests.
- For HR managers, Pipefy has increased the results of the team. Before Pipefy, these HR requests used to take 5 full time employees' time. Nowadays, only 1.5 full time employees are required.
- For HR requesters, the most important stakeholder of this project, Pipefy brought higher customer satisfaction by offering a single portal to open any request. This allowed for faster deliveries, and the SLA moved from 38% achievement to a monthly average of 98% achievement.



*"My team always looks for projects that pay for themselves. The work with Pipefy was one of those cases. We had our investment paid back from 3 to 5 months — talking only about costs."*

**FABIANO CARVALHO**

Director



## FINTRAIL- FINTECH/SECURITY

By automating their onboarding process through AUTTO, FINTRAIL was able to save time on administrative tasks and focus on the growth of FEE membership.



### Problem

- Soon after the company launched, its founders realized that if FinTechs had a way to link up to exchange information and access resources, it would help to strengthen the sector's ability to detect and counter the global threat of financial crime. Thus causing the FEE to be born, a collaboration between FINTRAIL and the Royal United Services Institute (RUSI).
- Membership of the FFE is free and open to all FinTechs and their financial crime staff. As interest in the FFE increased, so did the workload attached to reviewing and signing people up.
- As membership continued to grow, FINTRAIL was losing a lot of time on administration for FEE that could have been used to help support the rest of the global team.



### Solution

- With AUTTO, FINTRAIL was able to utilize automation to ease the burden of their lengthy onboarding process.
- After just a few sessions with AUTTO, FINTRAIL was able to set up workflows for everything needed throughout the onboarding process.
- An application form was created to take new prospects from start to finish without manual PDF manipulation or time spent on emails to help the end users through the process.
- With AUTTO, FINTRAIL's team can now send a link and a new member can be efficiently onboarded while the needed data is collected.



### Outcome

- In addition to the time and associated cost savings, FINTRAIL was originally looking for, AUTTO's easy-to-learn, drag and drop workflows provided unexpected benefits. The streamlined system and customisable interface supported and improved FINTRAIL's brand image while providing an opportunity for professional development and job satisfaction.
- Admin time was cut by 160 hours each year equally almost a month of work each year.
- With efficient onboarding and time saved on administrative tasks, FINTRAIL is able to focus on the continuous growth of FEE.



*"When you put a process through AUTTO, it helps you evaluate if each step is really needed, Seeing my processes laid out in front of me, I've become a bit more critical of them."*

**LAUREN VINCENT**

Team Co-ordinator



## HUME CEMENT - CONSTRUCTION

Hume Cement leveraged Joget as a "One-Stop Solution" to significantly reduce time, save costs, and enhance company productivity.



### Problem

- Hume Cement relied heavily on manual business processes and paper forms, which were time-consuming and resulted in inefficiencies in reporting and productivity.
- To ensure process integrity and smooth daily operations, they frequently needed to deal with duplicate processes which take up a lot of time to manually review and resolve.
- There were too many satellite applications with information scattered all over the place, making it difficult to keep track of the processes, statuses and obtaining the latest reports.



### Solution

- Hume deployed more than 100 Joget enterprise applications for their Procurement, Production, Finance and HR departments.
- Developed multiple plugins on the Joget platform to further enhance their application development process to integrate with external systems.
- Leveraged Joget as a "One-Stop Solution" to compile, standardize and centralize all satellite apps in one place, enabling employees to access and retrieve information with great ease.
- Small development team that includes citizen developers tasked with creating their own dashboards and applications without coding.



### Outcome

- Significantly reduced the Purchase Requisition and Purchase Order submission, review and approval process SLAs.
- Reduced turnaround time from 2-4 weeks to a record-breaking 3 days.
- Joget DX immensely helped to consolidate all the satellite apps and effectively shorten their application development time.
- Citizen developers are empowered by their IT department through Joget DX to create and build apps that they need.



## COMPASS GROUP - FOOD & SUPPORT SERVICES

The adoption of no-code technology led to a significant reduction in cost, time, efforts, and errors for Compass Group. Setting up of master data using Quixy data tables ensured data standardization across all processes and departments.



### Problem

- Compass needed a way to streamline various independent processes between different departments including finance, HR, procurement, and admin.
- Data collection was being processed through non structured mechanisms that called for an immediate establishment of standard processes that would ensure transparency and data uniformity through the organization.



### Solution

- Wanting to avoid the time and cost of traditional development, Compass decided to engage in Quixy's no code platform that provided easy-to-use and effective features like drag and drop design, workflow configuration, and CRUD application capability.
- Choosing Quixy, they established a strategy plan that would set up a foundation, plan for change management and support model, selection criteria for workflows to be included in the implementation, and roll-out



### Outcome

- The Compass team used the Quixy platform to automate workflows cutting across Procurement, Finance, and Admin Departments.
- These workflows ranged from simple to complex. As a result, various bottlenecks and complications associated with traditional data management were eliminated and some solutions were developed in just four days.
- While the app development time was reduced by over 60%, visibility, transparency, and traceability across various processes increased significantly



*"We could develop and deploy the Vendor Onboarding application as per our requirements in just four days. This included analysis, design, configuring business rules & validations, and setting up the complex workflows with exception handling. That is how powerful the Quixy platform is."*

**RAHUL PARTANABISH**

Head - MDM Compass Group



## DIRECTV - DIGITAL TELEVISION

Implementing TrackVia saved DIRECTV an estimated 325 hours each quarter, as well as reduced their workflow management software costs by 80% over their previous vendor.



### Problem

- DIRECTV's Senior Manager of IT Business Services was responsible for tracking, managing, and reporting on work done by the company's 4K subcontractors.
- It became evident they had outgrown their current system of operations- data integrity issues and duplicate records were plaguing their reports and diminishing efficiency.
- Direct TV needed a software platform that was versatile enough to fit specific needs. The platform also needed to be fast and easy to learn by the department and field employees.



### Solution

- TrackVia and Direct TV hit the ground running by designing an application that would run the team and grow the business.
- TrackVia had the infrastructure and foundation that were needed to rapidly build and deploy a highly scalable enterprise workflow software application, while also providing the versatility and customization features needed to build an application around DIRECTV's specific processes and workflow needs.



### Outcome

- Since implementing TrackVia, reports that took days and weeks to produce, can now be accessed in real time with live, accurate data.
- The benefits also extend beyond time and cost savings. Direct TV explains that the transition to TrackVia was seamless for the entire department.
- Employees were able to quickly learn TrackVia with minimal training, utilizing only one full business day to transition.



*"A fellow colleague thought my team consisted of 10 people, rather than the three that we have, based on the amount of work we are able to accomplish. We have seen huge gains in productivity thanks to TrackVia."*

**JOHN MCGARVEY**

Senior Manager of IT Business Services

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## IN SUMMARY

Citizen development enables organizations to save time by eliminating manual entry, automating repetitive tasks, and improving complex processes.

Three common themes from our featured case studies:

### Efficiency:

Before citizen development: Many of the featured organizations were still relying on manual entry and spending hours revising information to ensure it was correct.

After citizen development: Documents, processes, and communication that once took hours now only take a few minutes, allowing organizations to save time, money, and resources

### Automation:

Before citizen development: Processes were slow and tedious, causing delays in onboarding, order fulfillment, internal communication, etc.

After citizen development: Repetitive tasks such as data entry and client submissions were automated, which reduced overall time spent.

### Continuous Improvement:

Before citizen development: Due to lack of technology, organizations relied solely on outdated methods such as manual entry and paper records that were both time-consuming and prone to inaccuracy.

After citizen development: Empowered Citizen Developers have the skills and technology to increase efficiency and accuracy, saving time and allowing the organizations to allocate resources elsewhere.

## FEATURED ORGANIZATIONS

### Mercury

Mercury builds and manages complex engineering projects across a range of key sectors, taking their clients to new territories they never thought possible. Their focus is to work in sectors that enhance development in technology, wellbeing and the built environment.

### Capgemini

As a leading strategic partner to companies around the world, Capgemini has leveraged technology to enable business transformation for more than 50 years. Capgemini addresses the entire breadth of business needs, from strategy and design to managing operations.

### Hume Cement

Hume Cement is a member of the Hong Leong Group, started operation in 2012 with the aim of offering a complete supply chain solution that meets customers' needs. They have an integrated cement plant located in Gopeng, Malaysia, that utilizes ground-breaking technology.

### FINTRAIL

FINTRAIL is a FinTech company passionate about combating financial crime. Their team of experts is drawn from the industries they support and have hands-on experience in developing and deploying risk management controls from leadership roles with leading FinTechs, RegTechs and banks.

### Compass Group

Compass Group provides delicious nutritious food to millions of people every day. Compass Group operates at thousands of client locations around the world, from hospitals, schools and oil rigs to corporate headquarters and the world's biggest entertainment venues.

### DIRECTV

DIRECTV has continually evolved our product, best-in-class content and service to provide customers an industry-leading video offering. When it comes to the best in entertainment, we offer nearly every American the ability to beam it or stream it.