

# Leading University Leverages Nintex Promapp® to Propel Process Excellence

University of Western Australia deploys the process mapping capabilities of the Nintex Process Platform to accelerate process improvement and underpin business continuity

Perth - 14 September 2020 - Nintex, the global standard for process management and automation, today announced that The University of Western Australia (UWA) has embarked on the deployment of Nintex Promapp®, the visual and easy-to-use process mapping and management capability of the Nintex Process Platform, to support long-term continuous process improvement across all its faculties and operations.

UWA is ranked in the top 100 of universities around the world, based on QS World University Rankings 2020, and provides world-class education, research and community engagement. It has nearly 24,000 students enrolled across three locations in Crawley, Claremont and Albany as well as in satellite educational facilities in Kalgoorlie.

The decision to leverage the process mapping capabilities of Nintex Promapp follows a requirement by the university for each faculty and operations area to document, understand and update their processes as well as support a culture of business continuity and improvement.

UWA needed to gain a best practice approach to all end-to-end processes from curriculum planning to timetabling and student enrolment, while achieving a more standardised approach and managing process variants effectively.

“We looked at several solutions but were impressed with Nintex’s ability to give us a whole-of-university approach for end-to-end document processes, as well as accountability and the tactical ability for all staff to easily edit and update processes,” says Emma Bailey, Continuous Improvement Manager, at UWA’s Office of Service Delivery.

The University of Western Australia chose Nintex Promapp because of the software’s central information repository where processes and all associated documentation can be maintained, and process owners and experts can own updates and improvements.

Processes and procedures are currently being documented in the university’s finance, HR and brand, marketing and recruitment teams and will roll out across campus management thereafter. Nintex Promapp is also supporting faculties with distinct requirements such as the Faculty of Health and Medical Sciences, with service delivery in podiatry, dental clinics and rural medical placements, where the tool will help refine process hierarchies and associated documentation for coaching staff.

“Other benefits of using Nintex Promapp include the ability to easily move process hierarchies from a high-level process to a really detailed instruction,” Bailey says. “The platform enables you to see links across processes and identify processes marked up for action. This will deliver a high-performance culture that is values-led, collaborative, open and ultimately supports all our centralised and remote staff.”

The university predicts that long-term benefits from process management will include improved internal and external customer service by being able to provide transparency around specific processes.

“By having processes documented, we will reduce errors, gain efficiencies, and provide a standard service delivery,” adds Bailey. “Process improvement will enable individuals to take responsibility for the processes they own and encourage them to provide feedback on processes they’re in, leading to greater staff satisfaction. We will create a working environment in which staff are inspired to give their best in process excellence every day and are motivated to be part of UWA’s success.”

To experience the ease and power of the Nintex Process Platform for managing, automating and optimising processes request a personalised demo at: <https://www.nintex.com/request-demo/>.

## About Nintex

Nintex is the global standard for process management and automation. Today more than 8,000 public and private sector clients across 90 countries turn to the Nintex Platform to accelerate progress on their digital transformation journeys by quickly and easily managing, automating and optimising

business processes. Learn more by visiting: [www.nintex.com](http://www.nintex.com) and experience how Nintex and its global partner network are shaping the future of Intelligent Process Automation (IPA).

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