Case Study

Deloitte.

With 3000 employees in 80 branches, Deloitte France provides a complementary offer ranging from quality and information safety to financial transactions.

The Challenge

Already running an Intranet, several core applications and an ERP, Deloitte wanted to optimize procedures that were still processed manually or through unstructured e-mail flows such as leave applications, IT clearance applications, conference call number reservation, and salary advance applications. These procedures considered individually were relatively simple ones and none justified a custom development or the adaptation of an existing ERP type of application. However, all these procedures together corresponded to significant operational costs due to the manual processing time they represented. The business challenge was to automate and optimize these procedures, while complying with the existing IT infrastructure and seamlessly integrating into the Intranet Portal.

The Solution

The implementation of WorkflowGen enabled the Human Resources Department and the IT Department to automate their processes within a very short time. The SQL Server version of WorkflowGen was installed as well as a connector for the HR ERP to automatically synchronize and retrieve the user details. The Portlet module enabled Deloitte to populate the Intranet Portal with data that came from WorkflowGen, such as actions to do, current requests, and past due requests. Based on the rapid success of those first processes an enterprise-wide study has been made to identify all the processes that could be improved by WorkflowGen.

Benefits

- Immediate productivity gains have been realized with WorkflowGen, such as the reduction of paper flows and low added-value activities.
- Processes that usually took days to complete are now completed in a few hours, and overall there has been a dramatic reduction of average processing time per request.
- The real time statistics module enables the Process Administrators to precisely monitor the activities and also measure ROI.
- The end users access WorkflowGen via their Web browser and launch their requests without any need for training.

> "After we defined the processes to automate, we launched the WorkflowGen solution within one week. More than 200 processes have been identified for optimization with WorkflowGen. We also use this product as a gateway to our ERP applications because the workflow features provided by ERP systems are usually too complex and cumbersome to implement."
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