

OBS Success Story

Community Business Bureau



Introduction

City of Burnside is one of Adelaide's oldest residential areas, covering 28 suburbs with a residential population of 42,000.

City of Burnside's local government works to improve services and manage future development in the community. It aims to do this in an effective and sustainable manner, focusing on preserving open space and heritage in accordance with the City of Burnside's vision 2020 plan.

Challenge

City of Burnside wanted its wider goals around sustainability to be reflected in its internal practices.

Finding it had an over-abundance of paper-waste, City of Burnside wanted to implement more efficient corporate processes that would alleviate its manual, paper-based processes around gaining approval and communicating internally.

"Initially, there was a lack of communication between departments, in particular, with documents requiring approval," said Nigel Morris, Manager Information

Systems, City of Burnside. "We wanted to have the ability to manage our own corporate workflows, and create a solution that can satisfy our corporate needs," said Morris.

City of Burnside had previously consulted OBS to implement Microsoft Office SharePoint Server (SharePoint) 2007, and decided to seek advice from OBS about their options moving forward.

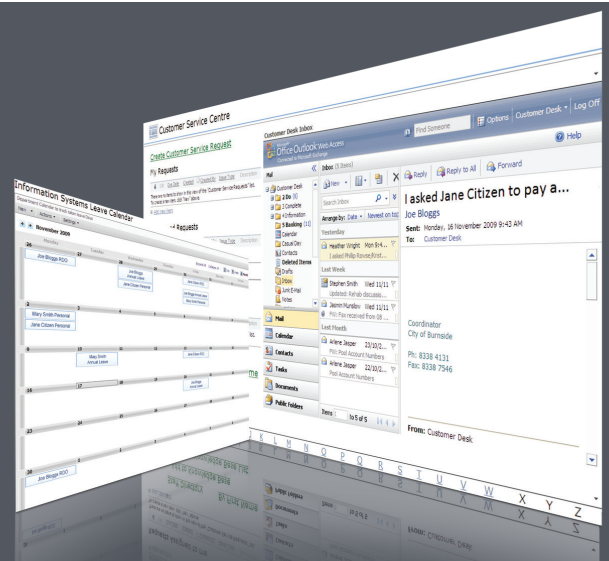
Solution

After consulting with OBS, City of Burnside decided to purchase the Nintex Workflow 2007 product, which integrates with SharePoint to extend its out-of-the-box workflow capabilities.

City of Burnside saw value in purchasing Nintex Workflow 2007, as it can be easily customised by internal IT departments, subsequently giving power back to the business to create very quick workflows through the easy drag and drop interface.



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"We selected SharePoint 2007 based on its easily customisable features and integration with other software," said Morris. "We later purchased Nintex Workflow 2007 to really enhance the solutions we were able to develop in SharePoint."

City of Burnside used Nintex Workflow 2007 to develop the Online Leave Forms solution, which enables leave applications to be submitted online, automatically sent to managers or supervisors for approval, and then to payroll for processing.

Once a leave form is submitted and approved, an automated workflow populates calendars on City of Burnside's intranet for company-wide viewing, and department calendars specific to each employee, allowing for information on upcoming scheduled leave days to be instantly available to each employee.

The solution also includes a 'Who's Out Today' page that automatically displays information on anyone who is on leave each day.

Benefits

City of Burnside's Online Leave Forms has streamlined the leave process and provided a centralised calendar that keeps staff informed of leave requests and approvals.

"We have already noticed the time-saving benefits from this solution," said Morris. "In addition, we can also have great comfort in our ability to create whatever form, workflow or solution we require with Nintex Workflow 2007."

This solution has automated what was previously a manual, time consuming process for City of Burnside, giving them the following benefits:

- Saves paper;
- Enables easy records management as it alleviates the need to scan and register individual forms;
- Easy access to forms on SharePoint that are simple to complete;
- Synchronises with calendars to provide a visual aid that assists in organising rosters and preparing for absences;

- Ultra-easy approval for managers, with minimal time wasted; and
- Allows managers to approve leave remotely, ensuring workflows do not stop when managers are out of the office.

"A reduction in expenses, and increase in efficiency are the biggest profits for a non-profit organisation; the City of Burnside have been able to achieve this in partnership with OBS," said Morris.

City of Burnside aim to use its implementation of SharePoint 2007, and subsequently Nintex Workflow 2007, to automate more business processes and eventually achieve a 'paperless office'. This will help City of Burnside to further align its internal practices with its wider goals of creating an environmentally sustainable community in Burnside.

"With the implementation of electronic forms and the use of Nintex Workflow, the City of Burnside, while partnering with OBS, one day hopes to become a paperless environment – this will not only save on the cost of paper, but also works towards the goal of becoming a greener place to work," said Morris.