



Business Workflow Automation

Using Microsoft SharePoint to deliver significant productivity improvements in front and back office processes

Mercurius have offered us an environment that we can use not only to manage a range of processes, but also one which gives us transparency of status and actions.

Jaidip Sen, Managing Director, Napier Turbochargers





Our Client

Napier Turbochargers is a world leader in the design, manufacture and support of industrial turbochargers.

This requires a critical focus on excellent business processes to deliver services in the best possible way, with the highest quality and also, importantly, at the lowest cost.

Industry Solution

With our enviable record in business process improvement, we were able to offer an extremely cost effective set of flexible & scalable SharePoint components that could be rapidly deployed.

This resulted in dramatically reduced process times & efforts with clear, consistent metrics.

THE CHALLENGE

With a global reach, Napier had a multitude of front and back office processes.

These processes had been developed over many years and relied on a range of legacy systems, MS Office documents, paper-based components, internal mail and lots of expediting.

This resulted in slow response times, duplication of efforts, unnecessary overheads and higher costs.

THE SOLUTION

Mercurius IT developed a simple but scalable solution able to automate a range of processes through SharePoint workflows.

The cloud-based or on-site solution allows a wide variety of departments, functions, approval levels, templates, file structures and ad-hoc attachments to be managed with minimal effort.

THE RESULTS

Napier now has a single portal where a range of workflows are managed with all their related documentation.

With group email alerts, task reminders and embedded links, it is now much simpler to not only progress the workflow but also maintain visibility of where each one is.

This visibility supports a range of Business Intelligence based KPI and SLA dashboards which help the organisation identify and address bottlenecks and over capacity.

BENEFITS

- ✓ Reduction in rekeying, errors and omissions
- ✓ Reduced end-to-end timescales
- ✓ Instant visibility of status and task ownership
- ✓ Transparency and feedback on bottlenecks
- ✓ Internal and external SLA performance reporting





OVERVIEW

Our SharePoint based Workflow Automation Solution for Napier Turbochargers has been used to replace a range of legacy paper-based processes- all using the same simple and generic approach.

AN INDUSTRY SOLUTION

A range of different processes and workflows have been automated, each with between 5 and 20 different tasks and approval groups in their routings.

The solution allows auditable approvals and rejections as well as the ability to securely manage the 'short circuiting' of routes where appropriate.

On task completion all those involved in the next step are notified and, where tasks have not been actioned within set time scales, reminders can be sent.

Documents are managed with revision control including process templates, customer emails, certifications, shipping manifests and invoices, all within a process based document hierarchy.

Although for Napier the solution is based in the cloud (but can also be installed on site), it integrates with the business' ERP system, pulling information directly and thereby further reducing rekeying and the risk of errors or omissions.

A suite of interactive dashboards and analysis provide a wealth of insight into the specific progress of individual processes as well as information relating to particular groups of approvers- this, in turn, provides transparency on SLA performance and improvement measures.

Overall Key To Success

Napier has been able to implement a solution based on Microsoft's Cloud-Hosted SharePoint environment which is designed to be quick to scale but also flexible enough to add new and improved features.

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