TAS ADVISORY SERVICES

TRANSFORM | ADOPT | SUSTAIN

Keystart.

CASE STUDY

TROY SWEENEY
MANAGING DIRECTOR
+61 408 097 197
TASADVISORY.COM.AU
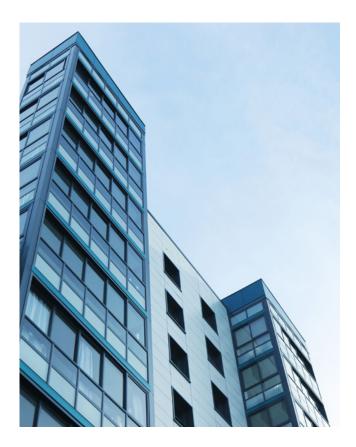TROY.SWEENEY@TASADVISORY.COM.AU

THE SITUATION

Keystart commenced an Agile transformation in 2017, adding operational excellence practices into their ways of working in 2020. This combined way of working model has seen Keystart transform their customer and employee experiences. Good progress has been made and now Keystart is in a place of maturity where they need to take execution of their Ways of Working from good to great.

As part of this process, Keystart adopted Nintex Promapp as a tool in late 2021. The software had a relatively low uptake across the organisation. Freya Corboy, Keystart's Manager of Agility & Change explains the situation, "Whilst it was a good tool, our people weren't consistently aware the tool existed. There was a low understanding of why we should be using it, and low confidence in how to use it."

THE CHALLENGES

- Low uptake of Nintex Promapp across the organisation.
- Out-of-the-box settings not suitable for the organisation's circumstance.
- Limited understanding of how to tailor the software to the organisation.
- Over governance of the tool.
- Limited investment in change management for the workforce about the tool.

"My team is accountable for tools that support our ways of working. We needed to shift Nintex Promapp from a theoretical tool to make it fit for purpose for our organisation. We needed the tool to support our people in migrating then managing their processes ongoing."

- Freya Corboy
Manager of Agility & Change

THE OBJECTIVES

01 ENGAGEMENT
Change the hearts and minds of the workforce.

02 TOOLS
Embed the tool as the tool of choice for process mapping.

03 PROCESS
Have a consistent approach and quality for processes across the organisation.

04 RISK MANAGEMENT
Better manage operational and business risk through having documented processes.

05 GOALS
Achieve organisation's strategic goals in operational excellence.

THE SOLUTION

The solution for Keystart entailed:

- Establishing and implementing a change management strategy to ensure long-term success of the project.
- Restructuring the process governance by reducing strict controls and ensuring a top-down approach from CEO and COO to frontline employees.
- Establishing an appropriate training and support matrix.
- Implementing an adaptive and innovative process culture.
- Facilitating process capture sessions with appropriate teams to ensure the entry of good quality processes in Nintex Promapp to avoid garbage in / garbage out.
- Implementing the 80/20 rule, agreeing that 80% quality is 'good enough' to reduce the desire for perfection and genuine opportunities for improvement being raised.

Troy from TAS joined Keystart two days a week from June 2022. The Executive Management (EM) Team identified their top 12 core processes to be captured in Nintex Promapp by June the following year. This created a simple and achievable target which all teams could achieve within their annual planning process. Whilst all teams had more than 12 processes to map, this set a goal they could achieve, build up confidence and the desire to use the tool.

Freya explains the process from there. "Troy and I met to discuss the governance, design and broader expectations around the engagement. We agreed clear objectives and introduced Troy, to the organisation. We had provided him with systems access and an organisational overview and allowed him to work directly with each EM to set objectives and create an engagement and training plan. From there the migration processes commenced."

"Feedback was that the staff loved Troy's productivity, can-do attitude and how he rolled up his sleeves to get stuff done. He has an ability to coach and explain things, where he educates in a really empowering way.

Throughout the whole engagement Troy was very conscious of the legacy of the work. He was building everything with a long-term view of uptake and wanted to set up the organisation so we wouldn't need his services later."

- Freya Corboy
Manager of Agility & Change

THE RESULTS

- ✓ **251% increase in processes being loaded.**
- ✓ **236% increase in processes viewed.**
- ✓ **Identified future opportunities for improvement in 49 processes.**
- ✓ **64% increase in draft to published processes rate.**
- ✓ **Captured and published over 320 processes in Nintex Promapp which has resulted in 287 suggestions for improvement, from only 74 processes before engaging TAS.**
- ✓ **40% of the organisation's critical processes are now live and being regularly updated.**

"Nintex Promapp is now seen as a priority tool people are willing and wanting to use. There's a positive process culture where processes are seen as an enabler as opposed to something we have to do. We can see that everyone in the entire organisation has logged into Nintex Promapp. 50 page instruction books have been turned into three-phase process, it is great." Freya explains the drastic results in terms of uptake and engagement of the software.

She continues, "On a personal note, I could see Troy's legacy of making the team feel safe and confident, resulting in them wanting to call out process improvement opportunities. People are now really proud of their contribution. Troy is super genuine, very intelligent, considerate and respectful within our organisation. He was always focused on positivity."

ABOUT TAS ADVISORY SERVICES

As a professional, straight-talking, experienced and authentic business leader, with a background in the technology space and a diverse set of skills and experiences, Troy is an expert in all aspects of business advisory.

Troy has many years of experience across Asia Pacific, UK, Europe and North America, including an 18-month tenure in London, wherein he set up the European regional office for Promapp, a fast-growing global business process management software company.

With a passion for problem solving across organisation departments, while building trust through active collaboration, Troy enjoys nothing more than

streamlining processes and providing teams with both the methodology to be effective, and the competencies necessary to implement, and scale them.

Troy brings a uniquely customer-centric perspective to the conversation, as well as a desire to help make things easier for teams, by keeping processes simple and relevant. His goal is not only to modernise organisations, but also to change the way we think about business interaction.

Using his expertise and dedication, Troy helps businesses and the people within them become easier to do business with.

BUSINESS PLANNING

THEY SAY A DREAM WITHOUT A PLAN, IS JUST A WISH.

OPERATIONAL EFFICIENCY

FOR YOUR BUSINESS TO REACH ITS POTENTIAL, IT NEEDS TO OPERATE AT ITS MAXIMUM EFFICIENCY.

BOARD ADVISORY

SUCCESSFUL BUSINESSES LEAD BY EXAMPLE, RIGHT FROM THE TOP.

BUSINESS COACHING

TO CREATE AN ENGAGED, PRODUCTIVE AND LOYAL WORKFORCE, YOU NEED TO INVEST IN YOUR TEAM.