

Abengoa supports an enterprise-wide BPM program with Bizagi

CUSTOMER SNAPSHOT

NAME

Abengoa is an international company offering Innovative technology solutions for sustainability in the Energy and Environment sectors. With operations in over 70 countries, more than 14,000 employees and sales of over EUR 7,000 million, the company has positioned itself as a leader in the sectors in which it operates in locations such as the USA, China and India.

INDUSTRY

Energy

LOCATION

Spain

OBJECTIVES

- Implement an enterprise-wide BPM program
- Increase control and visibility over core business processes
- Implement a flexible and scalable BPM system

With Bizagi, Abengoa was able to define its corporate automation guidelines, develop a rapid and successful pilot project and automate 360+ processes in two years.

Overview & Challenges

Abengoa is an international company that applies innovative technology solutions for sustainability in the energy and environment sectors, generating energy from the sun, producing biofuels, desalinating sea water and recycling industrial waste. (www.abengoa.com)

At Abengoa the process-based management paradigm is embedded in its corporate DNA. The tool they had previously used to support their processes was too rigid, not compliant with industry standards and had reached the limit of its scalability. With operations in over 70 countries and more than 14.000 employees, Abengoa knows it requires a modern and robust BPM tool to support its sophisticated process oriented structure and to provide the necessary adaptability in changing market conditions.

Already aware of the business benefits that BPM delivers to the organization, Abengoa initiated a very demanding selection process for its Business Process Management Suite (BPMS). After an exhaustive evaluation, Abengoa selected Bizagi BPM Suite to develop its enterprise-wide BPM program.

The goal of the project was to implement a multi-tenancy, multi-language and multi-time zone process support platform for over 100 companies that belong to the group around the world, as well as setting and defining the global standards for user interface, usability, performance and reliability. It was also necessary to integrate with existing systems such as SAP, Peoplesoft, Lotus Notes, BlackBerry and iPad.

RESULTS

- Successful and rapid implementation of a Pilot Project
- 360+ automated processes in two years covering four countries (Spain, Brazil, USA and Uruguay), in multiple languages and 149 companies
- Integration of the BPM system with SAP, Peoplesoft, Lotus Notes, BlackBerry and iPad

Bizagi and Abengoa carried out an initial analysis phase, where requirements were defined by evaluating the current situation, identifying improvement opportunities, designing the global architecture and setting activities and owners. The following phase was to develop a Pilot Project with the objective of defining the global process automation standards and automating over 40 processes of the Brazilian subsidiaries under a “process factory” concept. The final stage was to implement an extended enterprise-wide BPM program which included more countries, processes and areas within the organization.

Bizagi Solution

The process automation and improvement requirements at Abengoa are very demanding and agility greatly determines the adaptability of the corporation to its environment and enables the response to market events in an efficient, consistent and homogeneous way. Bizagi BPM Suite offered the flexibility, scalability, speed of implementation and fast results that Abengoa was looking for, supporting Abengoa’s leadership position in process management.

Bizagi was used to manage the complete project life cycle, from process design, modeling and documentation with Bizagi Process Modeler, to execution, control and improvement with Bizagi BPM Suite. Bizagi also provided the required consulting services for the analysis and preparation phase, as well as training and accompanying services, along the development of the project.

Once the definition and implementation of the automation standards in Bizagi were finished, the next step was to implement a Pilot Project to automate over 40 processes of the Brazilian companies in less than 6 months. To achieve this goal a “process factory” scheme was defined, whereby a team worked in parallel in the automation of the processes (sharing and re-using forms, business rules, data models etc). Additionally, a second team worked in the integration of Bizagi’s process activities with the BlackBerry, in such a way that they could also be executed by executives on their mobile devices.

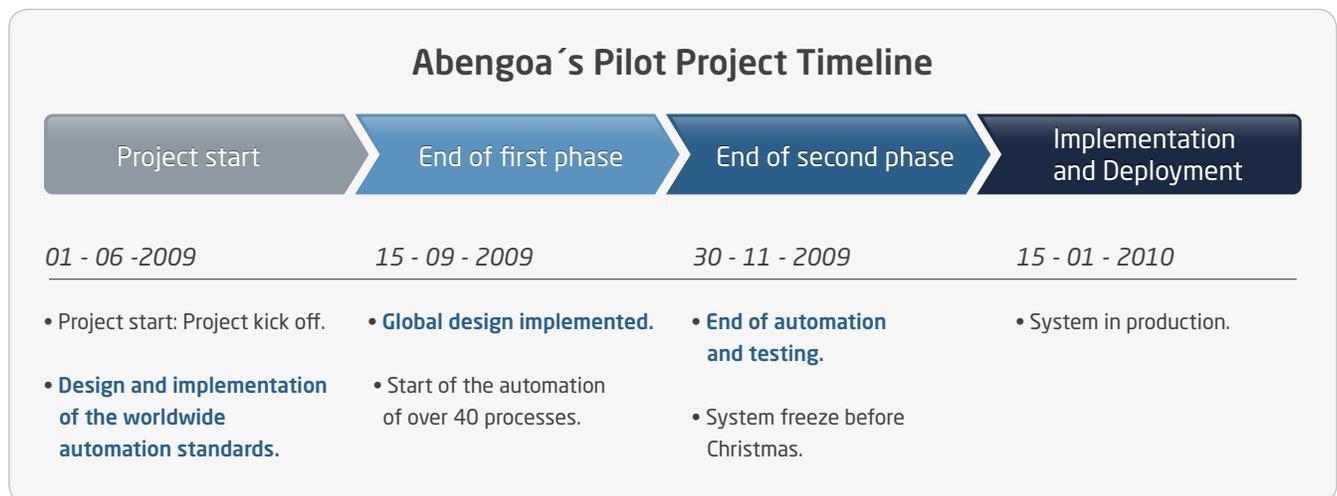
For the extended enterprise-wide program, Bizagi offered different solutions to handle groups of processes. Two of the most important solutions are the NOCs and PRLs. Abengoa has a long list of Common Management Procedures (NOCs) which have to be modified, improved and extended continuously. These procedures consist of high-level approvals for critical process exceptions which are not handled by each individual company but by a higher line of approvers that include senior management and directors. The NOCs solution is a corporate, frequently used and massive solution involving around 130 processes.

Abengoa’s operation involves, to a large extent, the development and implementation of complex civil works. The PRLs cover a number of processes used to manage these civil works, including reporting the purpose and description of the project, approval of the civil work, request of resources and materials, setting owners and general tracking. The main purpose is to prevent risks related to each civil work.

Abengoa also automated other administrative and operational processes such as Purchase Requests, Travel Requests and Employee Control. The Employee Control process handles a very high number of daily transactions due to the fact the 14.000 employees have to interact with it whenever they are late, absent from work or to report any other issue related to working hours.

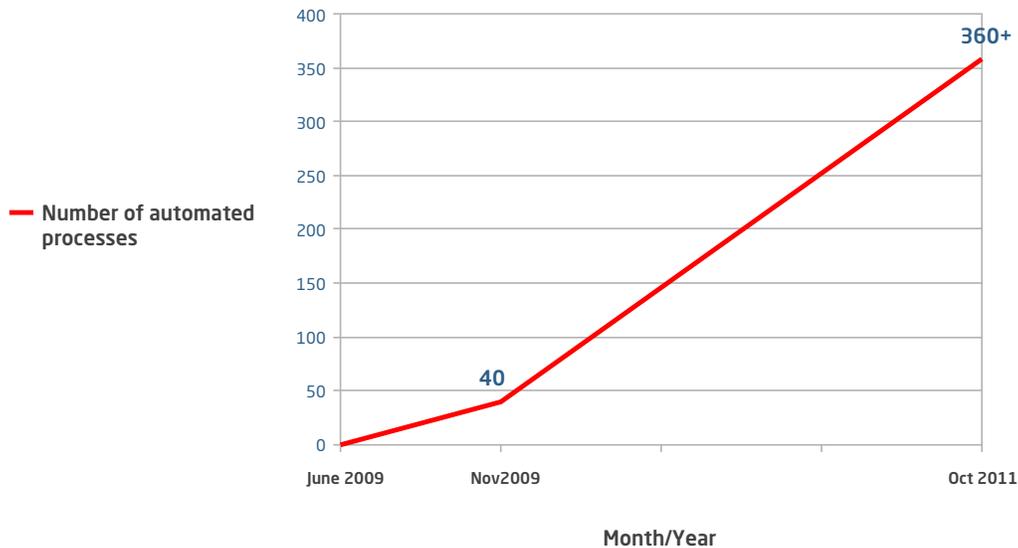
Results

After two months since starting the project, the global automation guidelines had been defined and implemented in Bizagi. Only three months later, the Pilot Project was successfully concluded with the automation of over 40 processes of the Brazilian branches.



After finishing the first automation effort, the scope of the project was extended. In two years, Abengoa has been able to automate 360+ processes covering four countries (Spain, Brazil, USA and Uruguay), in several languages, 149 companies that belong to the corporate group and different areas such as financial operations, projects, risk management and human resources, among others. The BPM system was integrated with other systems and applications such as SAP, Peoplesoft, Lotus Notes, BlackBerry and iPad.

Abengoa's enterprise-wide BPM program



Processes are managed in a more transparent manner, complying with company policies and industry standards, and increasing employee productivity and efficiency. Achieving faster results and increasing business agility certainly keeps stakeholders and customers satisfied. This has contributed to the mass adoption, consolidation and sustainability of the BPM system across the organization.

The enterprise-wide BPM program has been a remarkable experience for Abengoa. By being a process-oriented company and having exceeded the ambitious goals of the project, Abengoa has reinforced the importance of an optimal usage of BPM and has been able to strengthen its processes for future growth and potential changes in market and business conditions.