



Abengoa achieved continuous process improvement with Bizagi

ABENGOA

Customer:

Abengoa

Industry:

Utility & Energy

Location:

Spain

Spanish technology & environmental corporate creates a **“Process Factory”** and Center of Excellence.

Bizagi BPMS automated 400+ processes, connecting 150 companies.

Today over 30,000 users are positively impacted by the multi-tenancy, multi-language BPM platform accessible on mobile devices around the world.

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In Bizagi, Abengoa found a modern and robust BPM tool capable of supporting its sophisticated process-oriented structure.

Objectives

- ✓ Implement a multi-tenancy, multi-language BPM platform
- ✓ Define core administrative & operational processes for the Group
- ✓ Set & define global usability standards
- ✓ Integrate with Lotus Notes, SAP and mobile devices
- ✓ Automate the approval & resourcing requests for civil works

Achievements

- ✓ Successful & rapid implementation of Pilot Project
- ✓ 40 processes automated in under 3 months (Process Factory)
- ✓ 400+ processes automated in 2 years
- ✓ Multi-language solution touching 150 companies
- ✓ Integration with SAP, PeopleSoft & Lotus Notes
- ✓ Full connectivity with mobile devices e.g. iPad

Overview

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, process-based management 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. 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.

Challenges

The process automation and improvement requirements at Abengoa are very demanding. As such, the organization's ability to adapt in an efficient, consistent and homogeneous way was very important. 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.

The BPM Solution

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 services throughout the development.

The first 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 employees have to interact with it whenever they are late, absent from work or to report any other issue related to working hours.

Results

The global automation guidelines were defined and implemented in Bizagi in just two months. Three months later, the Pilot Project (Process Factory) 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 400+ processes covering four countries (Spain, Brazil, USA and Uruguay), in several languages. Bizagi BPMS connects 150 companies that belong to the corporate group, across different areas, including financial operations, projects, risk management and human resources. Bizagi BPMS is successfully integrated with many other systems and applications such as SAP, Peoplesoft, Lotus Notes, BlackBerry and iPad.

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 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.

Best Practice

- ✓ Define global standards first to ensure consistency
- ✓ Create a tangible working process & deliver it quickly
- ✓ Base your Process Factory on reuse principles
- ✓ Create a Center of Excellence (COE) to maintain momentum
- ✓ Build high-level solutions to group & prioritize process requests