



## Engineering Firm Enhances Visibility and Processes, Retains Exacting Standards

BGC Engineering Inc. has developed a worldwide reputation for providing excellent services in applied earth sciences to its clients. The firm wanted to evolve its business processes in a flexible and robust application, without the investment of custom coding. BGC deployed **Nintex Workflow**, **Nintex Forms** and **Nintex Live** to automate internal processes and provide greater insight for employees. The solution has enabled BGC to speed activities and increase utilization rates while maintaining the high standards for quality its customers expect.

### **BUSINESS NEEDS**

Founded in 1990 in Vancouver, Canada, BGC Engineering Inc. has grown from a few founding employees to an international firm with 300 people in 9 offices in North and South America.

As BGC evolved, it has developed very thorough procedures to ensure the quality of its work. For instance, every client-facing document is reviewed several times, including a review by a senior staff member. Managing this process was not complex when BGC was small, but the firm has been growing at a fast pace for many years. "Managing all of the document reviews consistently across different projects has become a real challenge as we've grown," says Clint Logue, Senior Geological Engineer, BGC Engineering.

Thorough quality-centric procedures are part of the culture at BGC, from recruiting, to onboarding, to project assignments and

tracking. BGC wanted to automate tasks and provide greater insight into workflows to reduce administrative overhead and ensure that tasks continued to be completed effectively and in a timely manner.

BGC had already teamed with Dynamic Owl Consulting, a Microsoft SharePoint consulting firm located in Vancouver, Canada, to implement a Microsoft SharePoint 2010 solution to support file and information sharing. BGC then asked Dynamic Owl to create a solution to make their processes more efficient, reliable, and scalable to help the company maintain its culture of excellence as it continued to expand.

### **APPLYING THE RIGHT SOLUTION**

Dynamic Owl recommended using Nintex Workflow to implement the processes in SharePoint. Using Nintex Workflow, Dynamic Owl automated the tasks within SharePoint and added functionality such as notifications without writing custom code.



**Company:** BGC Engineering Inc.  
**Website:** [www.bgcengineering.com](http://www.bgcengineering.com)  
**Country:** Canada  
**Industry:** Professional Services

**Business Situation:** BGC is growing rapidly, largely due to high-caliber work supported by thorough business processes. As the business grew, managing these processes was becoming more complex.

**Solution:** BGC chose Nintex Workflow, Nintex Forms and Nintex Live to quickly and easily automate its business processes and provide increased visibility.

### **Benefits:**

- Reduced time spent on data entry and tracking
- Increased visibility into processes
- Improved responsiveness to clients and recruits
- Easy deployment and upgrades

Dynamic Owl also proposed using Nintex Forms to capture data with user-friendly forms that looked great.

BGC has now implemented about 50 unique workflows and 10 forms. Nintex has changed the way employees work by automating tasks, providing notifications for upcoming activities, and enabling visibility into the process for all stakeholders. Some examples are:

- **Document Reviews.** Each employee has a SharePoint site that tracks the documents requiring their review. Toggling the status on a document initiates notifications for the next step in the review and updates the manager's tracking site.
- **BGC Career Application form.** Dynamic Owl used Nintex Forms and Nintex Live cloud services to develop a web-based application form for recruits. The form dynamically displays pictures of BGC worksites and quotes from staff members, which gives prospective employees a feel for the BGC culture. When applicants complete the form, the data and files are pushed into SharePoint where they are used throughout the recruiting and onboarding process.
- **Onboarding.** Once hired, new employees automatically receive Active Directory credentials and accounts for required applications like Microsoft Exchange and Microsoft Lync. The onboarding process has more than 80 tasks associated with each new employee. The solution provides visibility into each task and sends notifications for upcoming items and activities that are behind schedule.

"Nintex Workflows enable us to use SharePoint for more than just collaboration. We are able to develop custom applications to manage contracts, scheduling, onboarding, really most everything we do," says Logue.

## WHAT WE GAINED

The Nintex solution has enabled BGC to maintain the processes and culture that made the company successful. "Nintex enables us to maintain the quality of our work while keeping our processes appealing to employees and applicants," says Logue.

### Efficient Processes

BGC has significantly reduced manual data entry and the time spent tracking processes. "Since we no longer have to re-key data, the time spent setting up accounts for new employees has been reduced from about 2 hours to 10 minutes," says Logue.

**"Nintex enables us to maintain the quality of our work while keeping our processes appealing to employees and applicants."**

**Clint Logue, Senior Geological Engineer, BGC Engineering**

Another huge impact on efficiency results from the visibility provided by the Nintex solution. "Now I know we won't have any surprises, like someone showing up for work unexpectedly. There is a lot of business value in ensuring new employees can be billable right away," says Logue.

The solution has also helped to ensure timely responses to clients and applicants. "Because our reviews are more organized, documents go out faster. Our reputation is a key part of our business and these workflows help us to maintain it," says Logue.

### Easy to implement

BGC is impressed with the speed and ease of creating new Nintex workflows. "Nintex has a visual interface so when we work with Dynamic Owl to create workflows we can see how they will work," says Logue. "We were able to have the document review workflow up and running in 10 minutes."

Michal Pisarek, co-founder of Dynamic Owl Consulting adds, "Many people think workflows don't change, but in reality they have to be modified frequently and with Nintex we can deploy changes quickly. It's much better than custom code. Making the business case for Nintex is always easy because we know that it will save money for our clients in so many areas."



Since complex solutions can be implemented without custom code, the Nintex solution is easy to maintain and upgrade. "Scalability and ease of upgrades were critical factors for me to implement Nintex," says Logue. "Because of it, the upgrade to SharePoint 2013 was very straightforward, whereas some of our other environments are too costly to upgrade due to custom code."

Logue summarizes, "We have been very happy with Nintex and I see us continuing to enhance more and more of our business processes with it."

