



Chemical Supplier Speeds Procurement by More Than 90% With Nintex

The Buyer at Buckman, a global leader in specialty chemical supply, was drowning in email. He often received dozens of emails throughout the procurement cycle for a single item, and that process, multiplied by the hundreds of products his department handled every month, caused inbox chaos every day. “I knew that this process could be made much more efficient, but I wasn’t sure where to start,” he says.

Established in 1945, Buckman is an ISO-certified global specialty chemical company with annual sales of more than US\$600 million. Based in Memphis, Tennessee, the company operates in more than 90 countries, with 10 manufacturing sites around the world, employing 1,700. After implementing Nintex Workflow and Nintex Forms, the Buckman EMEA procurement organization was able to dramatically improve efficiency, accuracy, and delivery for its customers.

MANUAL WORKFLOWS SLOWED PROCESSES

Prior to implementing Nintex Workflow and Nintex Forms, Buckman’s procurement department relied upon email to gather all necessary technical data, prices, and approvals needed to procure essential equipment and products. This led to a lengthy purchasing process that frequently required staff to spend time consulting with technical experts, and gathering facts and specifications from multiple resources.

Buckman needed to establish one smooth approval flow for procurement that would significantly decrease the amount of emails between EMEA headquarters and local representatives. “We needed a system that would guarantee that the right people would have the right information and interact with our procurement process in a timely manner,” says the Buyer.

AUTOMATED WORKFLOW STREAMLINES PROCUREMENT

Working with Orbid, a leader in implementing company’s processes into IT, Buckman implemented a solution based upon Nintex Workflow for SharePoint, a workflow designer that enhances business processes and offers fast ROI, and Nintex Forms, an easy-to-use, web-based SharePoint forms designer.

Buckman

Company: Buckman

Website: buckman.com

Country: Europe, Middle East & Africa (EMEA)

Industry: Manufacturing

Business Situation:

Buckman’s email-based manual processes slowed purchasing and caused backlogs in employee inboxes, resulting in procurement delays of up to 5 weeks.

Solution:

Nintex Workflow for SharePoint helped Buckman automate its procurement workflows, and enable the company to speed procurement cycles.

Benefits:

- Speeds up processes by more than 90%
- Eliminates research time
- Streamlines procurement tasks

The Nintex solution enabled Buckman to create an intelligent workflow that guides the entire purchasing input and approval process. This new workflow organizes, streamlines, and automates communications for each key employee. Says the Buyer, "We used to receive 30 or more emails just to get one piece of equipment purchased. Now we receive one email with all of the information and approvals we need." Essential data and approvals are now collected at each stage in the process, and if necessary responses or approvals are not received in a timely manner, the Nintex workflow automatically escalates issues.

According to the Buyer, "Nintex is very user-friendly. The best thing is that everyone in the approval chain, from start to finish, can instantly see if an order is getting held up and requires action. In the past we would have needed to sort through volumes of email messages to determine where an order was held up, and why it wasn't moving forward."

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Buyer
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FASTER PROCESSING, EASY PURCHASING

With Nintex, Buckman cut order approval and processing time from 3-5 weeks, down to just a few days. And because Nintex integrates with Microsoft SharePoint, the organization now has a central repository containing all of the supporting data and technical specifications needed to complete purchases.

"Being able to make a purchase without having to ask for additional input from technical experts is a huge improvement for us," says the Buyer. "Our experience with Nintex has been so positive that we are now evaluating a migration to Nintex Workflow and Nintex Forms for Office 365."



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