



Automating Manual Processes with Workflow Gives UCC Improved Efficiency and Lower Costs

Frank Güsmer, Head of Human Resources at Copenhagen-based University College (UCC), faced a professional challenge. Manual, paper-based workflows were taking increasing amounts of time, creating a risk that UCC might not be able to meet its budget and efficiency goals. The institution urgently needed to resolve the situation, but, as with many organizations in the education market, it lacked extensive budget and skilled resources to allocate toward resolving the problem.

“Our processes were long overdue for an upgrade,” says Güsmer, “but we needed to make sure that the solution we chose would fix the problem quickly, and be both cost-effective, and scalable to adapt to our needs in the future.”

THE UCC MISSION

UCC provides academic and vocational training for more than 16,000 full- and part-time students annually, plus professional development courses for those already in the workforce. With 14 locations in Copenhagen and the Capital Region, it is also host to an acclaimed applied research facility.

The institution’s manual, paper-based payroll and expense reporting processes had become cumbersome. Güsmer knew that in order to improve efficiency, a change was needed.

MANUAL PROCESSES DRAINING EFFICIENCY

UCC’s proctor staff members, who are paid hourly, had been required to fill out paper timesheets and expense reports, which were routed by hand for manager approval. Once approved, the data was then manually input into the company’s payroll system.



Professionshøjskolen UCC

Company: University College (UCC)

Website: international.ucc.dk

Country: Denmark

Industry: Education

Business Situation:

UCC’s manual, paper-based payroll and expense reporting processes had become cumbersome and inefficient, resulting in higher administrative costs, poor data quality, and an increase in support requests.

Solution:

Nintex Workflow for SharePoint gave UCC an easy way to automate its manual payroll approval system, and consolidate and centralize all of its payroll workflows, providing better payroll and expense reporting.

Benefits:

- Reduction in payroll administrative costs
- Reduced time for data entry
- Improved data quality
- 20% decrease in support inquiries

“Our old system was riddled with data input errors, missing signatures, poor authentication, and documentation omissions,” states G smer. “It had really become difficult for our payroll staff to raise efficiency in the submission process.” As a result, proctor employees’ paychecks were often several days late, and the institution’s HR staff was becoming burdened with complaints and administrative roll-backs.

G smer and his team knew that an automated IT-based workflow solution that put an end to manual processes that were subject to human errors would resolve their problems.

HITTING THE GROUND RUNNING WITH WORKFLOW

UCC was already using Microsoft SharePoint, and its IT partner ProActive introduced them to the ways they could utilize SharePoint even better with Nintex Workflow. After hearing about this, UCC chose to implement a solution based upon Nintex Workflow for SharePoint, a workflow designer that enhances business processes and offers fast ROI. According to G smer, Nintex Workflow was exactly the solution UCC was looking for. “Nintex Workflow really hit the ground running. It integrated seamlessly into our existing infrastructure, and quickly brought all of our workflows—from the simple to the complex—into line,” he says. “And it was really easy for our users to manage their workflows, and to reuse them again and again.”

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Frank G smer,
Head of Human Resources,
UCC International

According to G smer, the self-service aspect of Nintex Workflow is key. “The Nintex solution enables our users to easily input payroll and expense data themselves, and it gets automatically sent for manager approval—no more paper or manual routing,” he says. Once approved, the data is automatically ported into UCC’s accounting system without need for manual intervention.

The Nintex solution not only automated UCC’s payroll and expense process, it also simplified accounting. Using Nintex Workflow’s splitter function, the system can easily take an array of financial information, classify it, and archive it in the institution’s SharePoint accounting system for on-demand access and analysis.

DRAMATIC RESULTS WITH AUTOMATION

With Nintex Workflow, UCC was able to dramatically improve efficiency in payroll and expense reporting processes, with automation of payroll paperwork to ensure that hourly employees get paid quickly, and reimbursed faster. UCC staff also got unprecedented insight into their submissions throughout processing, reducing the number of status inquiries made to payroll staff.

Says G smer happily, “Today, our HR and accounting administrators can spend more time on business-critical activities, rather than chasing paperwork!” And because the archived payroll documentation is now stored in SharePoint, it’s easy for them to locate and access whenever they need it.



PROACTIVE 

ProActive, a leading Nintex partner in the Nordics, provides IT consulting services and solutions focusing on process efficiency, knowledge sharing, communication and collaboration based on Microsoft standard software platforms.

