



Battling Productivity Issues, Man Diesel & Turbo Uses Nintex for Workflow, Reduces Downtime to “Nearly Nothing”

It was 4:00am, and Fernando dos Santos Nunes, System Consultant at MAN Diesel & Turbo, was awake. He had just gotten word that the workflow system that his company depended on had gone down. Again. He knew that he needed to get up and get in touch with the specialized UK team that could get the system back up and running, but for a moment, just prior to getting out of bed, he stopped to wonder if maybe he should try to find a better way. . .

WORKING WITH 15,000 EMPLOYEES AT OVER 100 SITES

A subsidiary of German mechanical engineering company MAN SE, MAN Diesel & Turbo is a leading supplier of large diesel engines and turbo machines. MAN Diesel & Turbo has a staff of more than 15,000, located at more than 100 sites internationally. Based in Augsburg, Germany, MAN Diesel & Turbo comprises four business units: Engines & Marine Systems, Power Plants, Turbo machinery, and After Sales. The company’s product line includes two and four-stroke engines, gas and steam turbines, compressors, turbo chargers, controllable pitch propellers, gas engines, and chemical reactors.

LARGE, HARDWARE-INTENSIVE SYSTEM CREATED CHALLENGE

MAN Diesel & Turbo wanted to migrate its workflow to Nintex. MAN Diesel & Turbo’s existing solution was very complex and hardware-intensive. Repairs and maintenance were expensive and required intervention from a UK-based team.

Because the current system was built with a single point of failure, when the system went down, it prompted widespread productivity issues. “We were essentially flying without a net when it came to failover,” said dos Santos Nunes. “Whenever something went wrong with the system, there was nothing in place to keep it up and running.” In addition, the complex workflow design intimidated many of MAN Diesel & Turbo’s users, which impacted company-wide adoption and efficiencies.

MAN Diesel & Turbo needed to find a less complex workflow solution that would make the most of its investment in SharePoint technologies, reduce overhead, improve productivity, and optimize business process automation. While working with their IT partner Innofactor Denmark, the company decided to deploy a Nintex Workflow-based solution.



Company: MAN Diesel & Turbo

Website: www.mandieselturbo.com

Country: Denmark & Germany

Industry: Engineering

Business Situation: MAN Diesel & Turbo’s workflow solution was prone to failure, and repairs required intervention from a team located thousands of miles away. The company needed a new workflow solution that was less complex, and that could help reduce overhead.

Solution: A solution based upon Nintex Workflow enabled MAN Diesel & Turbo to improve its workflows and make its business processes more efficient, while reducing licensing costs.

Benefits:

- Cost reduced by 15%
- Business productivity increased by 55%
- Customer service improved 30%

A NIMBLE, EASY SOLUTION FOR WORKFLOW

A powerful, easy-to-use workflow designer, Nintex Workflow improves business processes, and delivers a rapid return on investment. It empowers users with easy-yet-powerful tools that let them monitor, manage, and reuse workflows everywhere.

Nintex Workflow helps model and improve processes, regardless of their complexity, and integrates seamlessly with other systems, tools, and services in the IT environment. It also helps make the most of investments in SharePoint by boosting and extending SharePoint functionality.

The company's SharePoint infrastructure is made up of an extranet based upon SharePoint 2007, a SharePoint 2010 intranet, and SharePoint 2013 for search. MAN Diesel & Turbo uses Nintex Workflow with its Atlas intranet, with two front-end servers that support about 50 workflows that vary in size and complexity.

“Nintex Workflow has given us so many great advantages: tracking history, flexibility to adapt to change, better authentication, and a lot more.”

Fernando dos Santos Nunes
System Consultant
MAN Diesel & Turbo

DOWNTIME REDUCED TO “NEARLY NOTHING”

With Nintex Workflow MAN Diesel & Turbo made its business processes more efficient. The company greatly simplified workflow approval processes and reduced licensing costs. “Today, it’s faster than ever for us to create an approval workflow and publish, now that we don’t have to spend time designing and printing a paper form. Nintex Workflow has given us so many great advantages: tracking history, flexibility to adapt to change, better authentication, and a lot more,” dos Santos Nunes said.

He also noted that the Nintex multi-point failover has increased system reliability dramatically. “Because our previous system had a single point of failure, system outages usually turned into productivity outages for our employees,” he said. “With the Nintex solution, we have a much more stable platform, and our downtime has been reduced to nearly nothing.”

Approvals, reviews, and documentation are crucial to MAN achieving its strategic goals, and the automation afforded by Nintex Workflow enabled the company to reduce time and significantly improve quality. MAN was also able to use Nintex Workflow to transform longer IT projects like SharePoint solutions or web apps into workflow-based solutions, reducing development and ultimately, costs.

One of the best things, according to dos Santos Nunes, is the ease-of-use of the Nintex solution. “With Nintex, people on the business side now find it easy to build workflows on their own,” he said. “I’ve been in meetings where a business problem was introduced, and by the end of the meeting, there is a running solution in place. People say to me, ‘It’s easy!’, and I say, ‘Its Nintex.’”



INNOFACTOR®

Innofactor Business Solution delivers business critical solutions and services based on Microsoft SharePoint platform, combined with best-in-class components from Nintex and their own applications. The solution and service areas also cover BI, CRM and EDMS.

