



FlowForma®

Process Automation Success

Real-World Case Studies and ROI Revealed

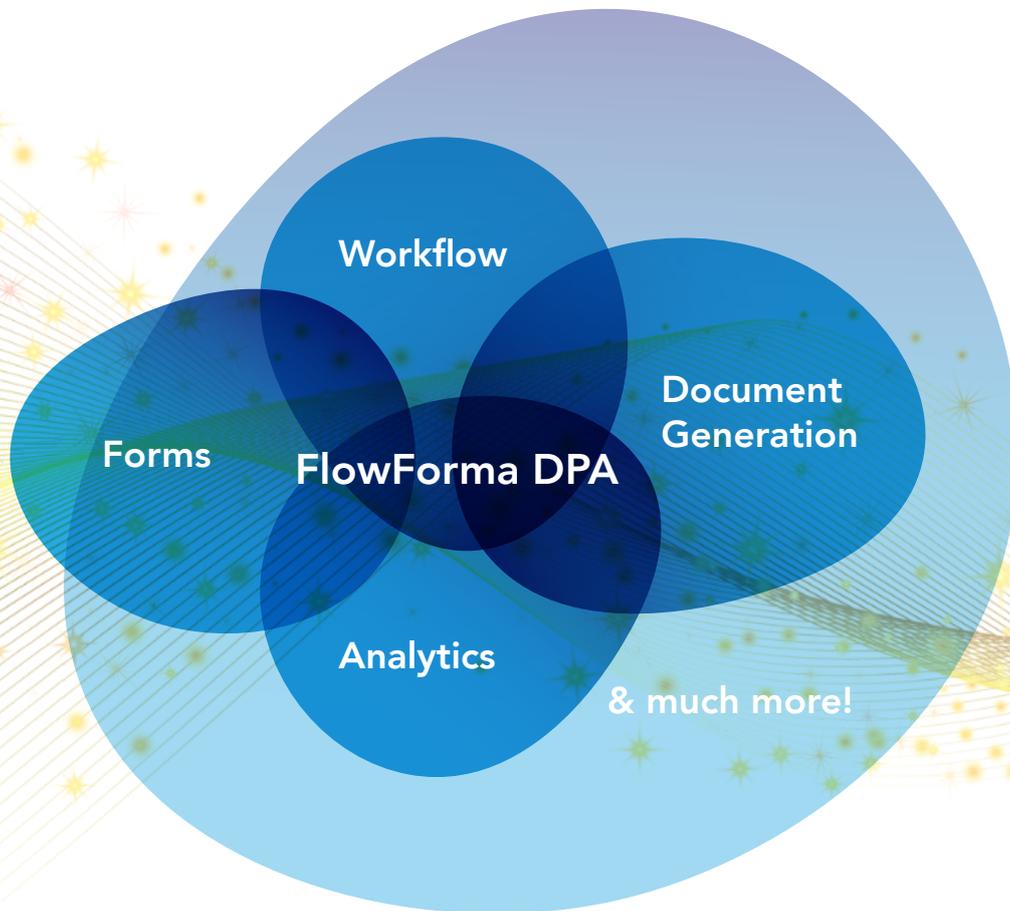
Get Ready To Hear From Our Process Stars

This eBook illustrates a range of customer success stories to help you visualize the positive outcomes that digital process automation can bring to your organization, your employees, your clients, and the way you work. It celebrates our process heroes and recognizes the significant impact that they have made within their respective organizations to digitally transform tedious, inefficient processes.

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Trusted by **200,000+** users worldwide, FlowForma makes light work of digital process development .



What is FlowForma Process Automation?

FlowForma Process Automation is trusted by some of the world's leading firms to make digital process automation a cinch.

The [all-in-1](#) digital process automation tool uniquely combines forms, workflow, [document generation](#), and analytics. The [analytics](#) feature allows for real-time reporting, timely identification of bottlenecks/stuck processes, and drives continuous business improvement.

Most customers create their first workflows within weeks of implementation. Processes are easily digitalized with the intuitive, no code tool.

Ease-of-use in building and participating in workflows has established FlowForma as a market-leading Business Process Automation tool. Adopted by all sectors, it is recognized globally by analysts and customers as the best alternative to inefficient manual and paper-based processes as well as over-engineered IT solutions.

Success Story Spotlight: Our Process Aficionadas

- ★ Downer New Zealand
- ★ Blackpool Teaching Hospitals NHS Foundation Trust
- ★ Bouygues Energies & Services
- ★ AcruxKC
- ★ Coinford





Downer New Zealand
Industry: Civil Engineering
Location: New Zealand

1,250+
hours saved in the
first 18 months



"We chose FlowForma Process Automation mainly because of its speed - we only need to build once, no coding skills are required and it integrates seamlessly with other systems. I love that anyone can be trained up, to create powerful process solutions with the FlowForma tool. The solution we built in 4 weeks with Power Apps, we created in 1 week with FlowForma Process Automation!"

We're going to use FlowForma Process Automation on all our projects. It makes my job much easier and saves a lot of time. The only limitation is your own imagination; it can pretty much achieve anything."

— Digital Engineering Lead

The Challenges

- Lengthy on-site tasks
- Manual, error-prone, paper processes
- Siloed sites obstructing data-driven strategies
- Underused apps = missed opportunities

The Processes Digitalized

- Permit to dig
- Purchase order
- Daily job record and timesheets
- Photo uploader

The Outcomes

- Time saved for various business teams
- Enhanced process efficiency with integrated workflows
- Better governance for processes like site safety
- Informed decision-making with data-driven reporting

The Aha Moment



4X faster than PowerApps



403 hours saved from a Permit to Dig Process



150 hours saved from Survey Requests



600 hours saved from PO Requests

[Read The Full Story](#)

[Watch The Webinar](#)



Blackpool Teaching Hospitals NHS Foundation Trust

Industry: Healthcare

Location: United Kingdom

70+

processes digitalized to date



*“Whilst offering simple functions out of the box, it also caters for more complex requirements, but delivered in an easy format. Another **huge benefit of FlowForma Process Automation is the simplicity around user permissions.**”*

We can be confident that we are adhering to information governance rules that make sure only appropriate users can access certain sets of data.”

— Martyn McKechnie,
Head of Digital Identity &
System Administration

The Challenges

- Bespoke processes dependant on email and paper trails
- Hard to resolve delays and hold-ups
- Incomplete workflows lead to frustrated staff
- New staff struggle with manual processes

The Processes Digitalized

- Accommodation requests
 - Raising concerns
 - Assignment change
 - Employee onboarding
 - Requests for agency spend
 - Clinical safety checks
- and more!*

The Outcomes

- Time saved and improved accuracy
- Simplicity around user permissions
- Easier adherence to information governance rules
- Advancing NHS digital transformation

The Aha Moment



Simple forms created in hours



Compliments existing RPA investment



Widespread adoption across multiple departments



Reduced burden on internal development team

[Read The Full Story](#)

[Watch The Webinar](#)



Bouygues Energies & Services

Industry: Energy

Location: United Kingdom

Processes built in 6 hours vs 24 using PowerApps



“Instead of having to sift through hundreds of pieces of paper, people now have time back to focus on more added-value tasks.

First and foremost, it’s easy to use and doesn’t require hours of learning and research to build a basic process.”

— Mohiadin Ahmed,
Digital Change Manager

The Challenges

- Slow, paper-based processes
- Error-prone manual processes
- Inefficiencies across the business
- Poor stock management impacting customers

The Processes Digitalized

- Stock management
- Orderforms
- Vehicle checks

The Outcomes

- Time and financial efficiencies
- Simple interface for developers and users
- Accelerated digital transformation culture
- Employees are more data aware
- Benefits are far reaching from operations right up to board level

The Aha Moment



4X faster than PowerApps



30 minutes saved per engineer, each week



5 hours saved per month by the admin team



2 hours saved per month for management

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[Watch The Webinar](#)



AcruxKC

Industry: Non-Profit

Location: United States

Driving digital innovation in the social care space with no code



“As an organization we have been weighed down with paper for two decades. Implementing FlowForma is proof that non-profit organizations can leverage tech for better processes. It’s quick and easy to set up and the FlowForma team is always there to provide support.

The system is intuitive and we’re getting to the point where we are becoming self-sufficient which is exciting for an Executive to be able to do this myself, it’s that easy. I’m so excited about getting more of our workflows into the system.”

— Beth Radtke
Executive Director

The Challenges

- Overall burden of manual processes
- Citizens having to go to a fixed location to apply for various programs
- Integrating users, vendors and agencies
- Manual payment process and manual reporting
- No IT department

The Aha Moment



The customer support and training removes reliance on expensive post-implementation costs

The Processes Digitalized

- Client registration
- Voucher creation
- Invoice approval, payment, and batch processing



Improved staff and user morale and transformed community perception

The Outcomes

- Quick and easy set-up of electronic forms without technical experience
- Elimination of email and duplicate data entry
- A streamlined and shortened user experience
- Flexible, accurate reporting made easy
- Enhanced web-based client experience



An integrated document repository

[Watch The Webinar](#)



Coinford

Industry: Construction

Location: United Kingdom

15 - 20%
time saved each day
by Site and Project
Managers



“It allows our people on sites to complete a form on a tablet device very simply; they click finish and that’s their bit done. It frees them up and gives them a lot more time to get on with what they’re really good at.

The major impact is not from an IT perspective; it is enabling other departments to be more efficient and have better visibility of what’s going on.”

— Shaun O’Donnell,
IT Director

The Challenges

- A disconnect between site and back-office processes
- Excessive paperwork makes audits hard
- Bottlenecks lead to incomplete workflows
- Employees bogged down in process rather than productivity

The Processes Digitalized

- Health and safety inspections
- Quality assurance inspections
- Compliance checking
- Labor onboarding
- Training inspection Records

and more!

The Outcomes

- Process administration time cut in half
- Site managers save up to 2 hours per day
- Reporting and compliance are much easier to achieve
- All information resides in easily accessed electronic files

The Aha Moment

50%

Defect Management and Slab Inspection processes admin time reduced by 50%



25 processes digitalized. No more paper or email trails



Employees can ‘walk the site’ while using the tool on tablets, not just in cabins



FlowForma can do it all, not just Health & Safety

[Read The Full Story](#)

ROI Stats that are Out of This World

60%

Process Improvement Time Experienced by Grant Thornton

5,000+

Admin Hours Saved by Abingdon Witney College Per Year

900,000+

Sheets of Paper Saved by A European Hospital

400+

Processes Automated by Jacksons Within 1 Year

Customer Feedback



"Huge time-saving leads to cost savings, and that allows us to take on almost twice as many deliverables as we normally would."

Jimmy Monahan
Architectural Engineering Practice Leader
Rimkus



"The difference with FlowForma is like night and day; it's saved us tons of time all the way around, from admin processing to the reporting side of things."

Karl Kowalczyk
Executive Director
College of Paramedics of Nova Scotia

**COLLEGE OF PARAMEDICS
OF NOVA SCOTIA**

About FlowForma

FlowForma is a leading provider of enterprise-class Digital Process Management and Automation with a cloud-native tool that empowers organizations to rapidly digitalize their processes. Headquartered in Dublin with offices in New York, and London, FlowForma has a global customer base spanning every sector.

Digitalize at speed so that your organization can focus on what it does best.

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