Revamping Workflows for Enhanced Efficiency and User Engagement

Industry: Multidivisional Conglomerate
Size & Revenue: *3000+ | $800m (approx.)*

Business Problem

Faced with outdated technology and intricate Nintex workflows, the client aimed to migrate from SharePoint 2013, involving .NET coding and Nintex upgrades, while modernizing the portal. Challenges included UX enhancement, centralizing approvals, achieving a paperless environment, ensuring security compliance, and delivering detailed management insights.

How Intertec Helped

Our meticulous approach and strategic recommendations led to a seamless upgrade and transformation of the client's portal and workflows:

• Conducted comprehensive system analysis, documenting architecture and customizations.

• Delivered a detailed feasibility report, outlining SharePoint 2013 to 2019 upgrade with custom .NET coding and Nintex workflows.

• Proposed interface redesign for improved user experience and advocated for a new technology stack.

• Efficiently segregated and adapted workflows to distinct streams on the upgraded platform.

• Collaborated with customer's marketing team to craft an engaging new portal look and feel.

• Resulted in enhanced productivity, streamlined workflows, and an appealing user interface.

Business Outcomes Delivered

• **Elevated Employee Experience:** The newly implemented intuitive interface significantly increased platform engagement, surpassing outdated usage levels.

• **Streamlined Approvals:** Enabled unified approval processing via SharePoint, eliminating the need for multiple tools.

• **Paperless Office Support:** Contributed to the client's paperless initiatives, aligning seamlessly with Dubai's paperless strategy.

• **Enhanced Security Compliance:** Stringently adhered to protocols, ensuring the solution met customer security requirements.

• **Amplified Management Visibility:** Empowered the management team with enhanced reports and dashboards for better insights.