

# Case Study - Process automation

iGrafx®

## ***DENSO***

### **Work more efficiently through process digitization and standardization**

#### **Challenge**

- The theoretical product development processes were well described. However, there was a lack of practical support in the daily business by appropriate tools.
- Use of simple and insufficient applications (MS Office and email system) for recurring processes
- Many processes took place in different process variations.
- Unclear whether and in what form (illegible scans) information was received by process participants.
- Everything was tracked manually
- When a Process Manager wanted to get an overview of all processes, some people were busy for up to two days gathering the information.
- Considerable problems occurring in the interfaces within the collaboration of the globally operating company DENSO and its subsidiaries due to completely different IT requirements (e.g. limits on email size)

#### **Requirements**

- Opportunity to model and roll out workflows yourself
- Administration by DENSO
- Transfer of the existing modeled processes
- Scalability: gradual introduction of various workflows and constant expansion of the user group
- Low training effort
- Fast workflow implementation
- Graphical illustration of all project states
- Ability to implement highly complex processes in the system

# DENSO

## Achievements

- Considerable time savings through improved communication between all process participants, standardization of processes (which run without manual intervention) as well as immediate verifiability of all processes
- Transparency over the individual project states
- Regular exchange with users confirms that the software actually eases their work, provides effective support and gains exceptionally high acceptance.
- Implementation of interfaces to existing systems
- User requests for additional software implementation show that further potential for improvement is being identified and that the process is continuously optimized.

**ROI achieved in less than  
6 months! Significant time  
savings of several thousand  
working hours per year.**

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