AXON iVY
digitalize your business

700 end-users

400 modules

1 BPMN 2.0 process catalog

PROCESSES IN GRIP – THE BASIS FOR QUALITY LEADERSHIP

Wincasa replaces the existing process management solution with the Axon.ivy BPM Suite. Starting with the documentation and publication of processes, one of the most successful Swiss real estate services providers lays the foundation for a future-oriented BPM - a prerequisite for improving the quality of service provided.

wincasa

"Because AXON IVY solutions meet the latest technical standards, nothing stands in the way of achieving the later step of automating selected process and a further optimization of the quality of service provided."

To perform tasks correctly and efficiently at the same time, business processes must be documented and the contents simply made searchable for employees. Within the framework of a quality improvement strategy, the management board of Wincasa decided to implement an advanced BPMS (Business Process Management System). The overarching aim of improving quality could no longer be achieved with the existing system. In-house development has been selectively extended over the years. However, it lacked the cross-departmental perspective on processes, and technologically it had been pushed to its limits. Also, a graphical visualization and a top-down approach was missing. The solution was heavily text-based and in part did not contain the appropriate search function. Wincasa was convinced that a intuitive navigation within process maps would in addition motivate employees as well as increase the efficiency in the daily work.

Easy to operate and forward-looking

In the summer of 2012, project management within the IT Department started with their internal preparations, defined a concept with essential requirements and began evaluating providers. "AXON IVY convinced us with the sum of all requirements. But especially it was the excellent usability and focus on the specification language for BPMN 2.0, which some other providers were missing," says Sandro Pfammatter, Head of Informatics at Wincasa. Because Pfammatter is sure: "BPMN 2.0 not only allows for a standard modeling and documentation of business processes, it is also a prerequisite for a subsequent connection to IT in the context of a technical BPM." Finally, also the manner of cooperation played a role for the decision in favour of AXON IVY during the evaluation phase: "Our issues were taken seriously. We had not just found a supplier, but a real partner."

PROJECT GOALS:

- Improve quality of service
- Create a searchable, well-organized business process catalog
- Offer a cross-departmental view of processes
- Provide intuitive business process visualization and navigation tool

Only small adjustments needed

The detail specification began in March 2013. The methodology was determined and customer needs were identified exactly, so that at the beginning of the realization phase it was clearly defined which customizing must be completed. In this way the look and feel of the web portal was adapted to the corporate design of Wincasa, for example, and specific reporting for the end user was defined. The majority of the requirements could, however, as already requested in the tender, be covered by the standard functions of the Axon.ivy BPM Suite. After training the employees responsible for the design of Phase 1, the project was completed.

Efficient and equipped for the future

In addition to focusing great on attention on the selection of the appropriate software, Wincasa has given particular attention to the qualitative development of high-quality process descriptions. The second phase of the project involves the transfer of around 400 modules in a BPMN 2.0-based process landscape.

Around 700 end users switch to a process management system which leaves nothing to be desired with regard to usability: "The process flows are visually clearly identifiable, search and find is simple and thanks to the standardized flow, we expect significant efficiency and quality gains", Pfammatter is convinced. "Because AXON IVY solutions meet the latest technical standards, nothing stands in the way of achieving the later step of automating selected processes and a further optimization of the quality of service provided." AXON IVY is a competent technology supplier and also as a consultant continues to be ready to decisively support Wincasa in achieving quality leadership.

Founded in 1999 with around 80 employees, today Wincasa AG has fifteen locations throughout the country with over 670 employees. Wincasa manages approximately 178,000 objects with an estimated asset value of 43 billion Swiss francs and is a wholly-owned subsidiary of Swiss Prime Site. The corporate vision is pursued as being perceived and recognized as the leading real estate service provider along the entire life cycle of real estate by investors, real estate professionals, tenants, employees and the general public.

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