



CASE STUDY

ManpowerGroup Portugal transforms patchwork IT systems to cuts average SLA completion time by 95%



Organization:

ManpowerGroup (Portugal)

Industry:

Logistics & Professional Services

Location:

Portugal

ManpowerGroup is one of the largest staffing firms in the world, placing 600,000 people into new jobs every day. After rapid expansion to the business, the Portuguese branch needed to replace their patchwork IT infrastructure and find an agile way to automate business processes.

By putting Bizagi's process automation at the heart of their operating system, they were able to align projects and create an agile way of working to reduce the time to deliver business-critical projects.

88% reduction in contract production time

95% reduction in SLA completion time

83% of credit release decisions automated

90% reduction in Excel & email work

"Bizagi has become a philosophy – not just a system – which binds business and IT together in effective collaboration."

Rui Dinis

Director of Finance & Administration

Objectives

- 🎯 Unite the business which is currently working in siloed approach
- 🎯 Replace patchwork IT system with solution that would enable business growth
- 🎯 Reduce time to complete SLAs with process automation
- 🎯 Increase employee productivity by automating processes and reducing administrative work
- 🎯 Provide overview of data to enable staff to make business decisions in real time
- 🎯 Create agile implementation program to continually update processes

Achievements

- ✅ Entire Portuguese organization used process automation to align projects
- ✅ Contract production time was reduced 87.5% from four days to half a day
- ✅ Average SLA completion was cut by 95% from 48 to two hours
- ✅ 83% of credit release decisions are now automated
- ✅ 90% reduction in the amount of Email and Excel work
- ✅ Three new versions of processes implemented every two months

Overview

ManpowerGroup is a leading recruitment and workforce management organization, helping millions of people find new roles every year. This transformation project is a fantastic example of how model-driven process automation can help to improve collaboration, support business growth and make teams more productive by automating non-value tasks.

Challenge

ManpowerGroup Portugal became the country's third largest staffing firm at the height of the financial crisis when it made four acquisitions, more than tripling the size of the organization in a short space of time.

These acquisitions combined a multitude of processes, methodologies and technology maturity levels across the organization. For Rui Dinis, Head of Finance and Administration, the complexity across administration, payroll and paperwork was immense.

Businesses processes were not documented, and the ownership of tasks was not clear. On top of this, many tasks which can be automated were still being completed manually, which meant that staff were not making the best use of their time – which is common in organizations of this size.

The challenge was to bring together the various systems and processes into one modernized IT infrastructure. The company could then easily provide data that Manpower could use to continually optimize operations, make critical business decisions and enable business growth. However, Dinis realized that this was an undertaking that could not be executed all in one go.

Solution

Dinis began looking at various solutions that would help to document and automate Manpower's business processes. But after discovering that some departments were already successfully using Bizagi Modeler for process notation, he and the process team opted to use the complete Bizagi Platform to roll out the transformation initiative.

The team adopted a four-step process, "Plan. Do. Act. Check." This allowed them to quickly create solutions then iterate, demonstrating the advantages of using process and a common language to the entire organization.

To deliver the Bizagi platform at ManpowerGroup Portugal Rui called on the expertise of WeMake, a Bizagi partner and specialist service provider in Portugal with expertise in deploying Digital Process Automation.

The first process Rui and his team deployed was credit release, a task previously communicated by email, then manually committed to the ERP. With the help of Bizagi and WeMake, credit release functionality was made available at CRM level and

linked to commercial proposals inside the process platform. ManpowerGroup Portugal then created their own algorithm so that requests could be automatically validated and released. Today 83% of credit release decisions are now automated, freeing up employees' time to carry out tasks that are more valuable.

Unsurprisingly, once the organization saw the results of this first project, more and more projects began at ManpowerGroup Portugal. The team's approach of gaining small wins on a daily basis helped to re-establish the straight line between input and outcomes – while uniting business and IT functions around the concept and language of process as a foundation for digital transformation.

Results

ManpowerGroup Portugal recently passed 3.5 million tasks on Bizagi. All processes are now mapped and documented. This has enabled the organization to produce numerous quantifiable results in time saving and efficiency, including:

- Contract production time reduced by 87.5%
- A 90% reduction in email and Excel work
- SLA delivery time reduced from 48 to two hours
- Employee onboarding time reduced by 20%