

CASE STUDY

# Abengoa uses prolific process factory to automate over 360 processes in 2 years



## ABENGOA

**Customer:**

Abengoa

**Industry:**

Utilities & Energy

**Location:**

Spain

A leader in sustainably energy solutions, Abengoa needed their internal operations to be just as forward-thinking as their technology solutions. They embarked on a two-year, full-scale business transformation project to implement a multi-tenancy, multi-language automation platform that could define and deliver core administrative and operational processes for the group.

Embedding global quality standards, Abengoa launched a prolific 'process factory', automating 40 processes in just three months. Now, Bizagi is at the heart of an enterprise-wide process evolution, boosting performance across finance, projects and risk management.

40 processes implemented in three months

Integration with **SAP, PeopleSoft, Lotus Notes**, and iPad

*"In Bizagi, Abengoa found a modern and robust automation tool capable of supporting its sophisticated process-oriented structure and providing the necessary adaptability in changing market conditions."*

### Objectives

- 🎯 Implement a multi-tenancy, multi-language automation platform
- 🎯 Automate the approval and resourcing requests for civil work
- 🎯 Set and define global standards for usability and reliability
- 🎯 Integrate with existing systems including Lotus Notes and SAP
- 🎯 Deliver process & workflow performance on mobile devices
- 🎯 Define core administrative and operational processes

### Achievements

- ✅ Global automation guidelines set in two months
- ✅ 40 processes implemented within three months
- ✅ 400+ processes deployed over two years across 150 countries
- ✅ Integration with SAP, PeopleSoft, Lotus Notes, and iPad
- ✅ Processes managed in transparent manner, compliant with industry standards
- ✅ Mass adoption, consolidation and sustainability of Bizagi

## Overview

Abengoa is an international company that applies innovative technology solutions for sustainability in the energy and environment sectors, generating energy from the sun, producing biofuels, desalinating sea water and recycling industrial waste.

At Abengoa, process-based management is embedded in its corporate DNA. The tool they had previously used to support their processes was too rigid, not compliant with industry standards and had reached the limit of its scalability. They selected Bizagi to establish processes that could be managed in a transparent manner, and adhere to their newly established global automation guidelines. Within two years, Abengoa automated over 400 processes across 150 countries in key business functions, including financial operations, projects, risk management and human resources.

## Challenge

The process automation and improvement requirements at Abengoa are very demanding. As such, the organization's ability to adapt in an efficient, consistent and homogeneous way was very important. Bizagi offered the flexibility, scalability, speed of implementation and fast results that Abengoa was looking for, supporting Abengoa's leadership position in process management.

As part of an extended enterprise-wide program, Abengoa needed different solutions to handle groups of processes. Two of the most important solutions are the NOCs and PRLs. Abengoa has a long list of Common Management Procedures (NOCs) which have to be modified, improved and extended continuously. These procedures consist of high-level approvals for critical process exceptions which are not handled by each individual company but by a higher line of approvers that include senior management and directors. The NOCs solution is a corporate, frequently used and massive solution involving around 130 processes.

Abengoa's operation involves, to a large extent, the development and implementation of complex civil works. The PRLs cover a number of processes used to manage these civil works, including reporting the purpose and description of the project, approval of the civil work, request of resources and materials, setting owners and general tracking. The main purpose is to prevent risks related to each civil work.

## Solution

Bizagi was used to manage the complete project life cycle: from process design, modeling and documentation with Bizagi Process Modeler; to execution, control and improvement with Bizagi Studio. Bizagi also provided the required consulting services for the analysis and preparation phase, as well as training services throughout the development.

The first step was to implement a Pilot Project to automate over 40 processes of the Brazilian companies in less than 6 months. To achieve this goal a process factory scheme was defined, whereby a team worked in parallel in the automation of the

processes (sharing and re-using forms, business rules, data models etc).

Abengoa also automated other administrative and operational processes such as Purchase Requests, Travel Requests and Employee Control. The Employee Control process handles a very high number of daily transactions due to the fact the employees have to interact with it whenever they are late, absent from work or to report any other issue related to working hours.

## Results

The global automation guidelines were defined and implemented in Bizagi in just two months. Three months later, the Pilot Project (Process Factory) was successfully concluded with the automation of over 40 processes of the Brazilian branches.

After finishing the first automation effort, the scope of the project was extended. In two years, Abengoa has been able to automate 400+ processes covering four countries (Spain, Brazil, USA and Uruguay), in several languages. Bizagi connects 150 companies that belong to the corporate group, across different areas, including financial operations, projects, risk management and human resources. Bizagi was successfully integrated with many other systems and applications such as SAP, Peoplesoft, Lotus Notes, BlackBerry and iPad.

Processes are now managed in a more transparent manner, complying with company policies and industry standards, and increasing employee productivity and efficiency. Achieving faster results and increasing business agility keeps stakeholders and customers satisfied. This has contributed to the mass adoption, consolidation and sustainability of the system across the organization.

The enterprise-wide automation program has been a remarkable experience for Abengoa. By being a process-oriented company and having exceeded the ambitious goals of the project, Abengoa has reinforced the importance of an optimal usage and has been able to strengthen its processes for future growth and potential changes in market and business conditions.