



## CASE STUDY

# NRF deploys Bizagi to centralize and standardize operations, halving lead time for orders



**Company name:**

NRF – Dutch Radiator Factory

**Industry:**

Manufacturing

**Partner:**

Nimble Institute

**Location:**

Netherlands

An outdated and complex ERP system, along with other systems in NRF's tech stack did not work well together, leaving gaps which slowed down work and limited visibility resulting in many tasks being carried out manually. There were too many inefficiencies in end-to-end processes, including customer orders and product development.

Working with implementation partner Nimble Institute, all operations were integrated through Bizagi, reducing the lead time for executing an order by 50%. The large flow of the products can now be carried out completely digitally, resulting in a 100% reduction of labour. All communication now goes through the Bizagi platform, improving efficiency and customer experience.

**50%** reduction of lead time to complete an order

**100%** digitization of product workflow

**Total Productive Maintenance of machinery**

## Objectives

- 🎯 Connect ERP with other systems in NRF tech stack
- 🎯 Eliminate manual admin work caused by gaps in system
- 🎯 Increase efficiency of sales cycle
- 🎯 Orchestrate plethora of legacy systems
- 🎯 Facilitate secure, transparent customer communication

## Achievements

- ✅ Halved the lead time to complete an order
- ✅ 100% digitization of product workflow, freeing up employees
- ✅ Fully integrated tech stack, eliminating manual tasks
- ✅ Centralized platform for customer communication and approvals
- ✅ Centralized overview of operations for management
- ✅ Total Productive Maintenance of machinery with automated reminders

## Overview

NRF is known worldwide for its cooling systems and radiators, which are used globally in the majority of machines and engines in which cooling is required.

Nimble Institute helped to map the manufacturer's current situation and arrive at a vision for the future to achieve a new, optimized IT architecture with Bizagi's digital business platform at the center.

## Challenge

'Bad experiences from the past are a guarantee for our future', was the thinking at NRF and the drive to improve business operations. The ERP system did not support the execution of the work processes, resulting in many tasks being carried out manually with too many inefficiencies in end-to-end processes including customer orders and product development.

An outdated and complex ERP system, along with other systems in their tech stack did not work well together, leaving gaps which slowed down work and limited visibility. NRF also had bad experiences with the technology and IT implementations in the past, which resulted in the company opting to carry out manual work in areas that could be optimized with technology.

## Solution

Initially, the solution was to create a digital vision with management and directors. The vision spans several years and not only monitors the technological development of the product, but also that of the organization.

Nimble Institute worked with NRF management and directors to create a digital vision for the business. The core team worked intensively on the NRF digital mindset, which provided eye-openers into what process management and automation can do and help determine a future strategy.

To help implement the new digital way of operating, the Bizagi platform was deployed and integrated with an AX ERP system to eliminate system gaps and provide a single point of reference for all product information, orders and product development.

NRF has undergone a transition in the same period. The organization has been reorganized, activities have been moved to Poland and Spain. Bizagi is also being used here and offers support to users. NRF management can oversee work being carried out across the decentralized organizations, such as the build status, and turnaround times.

## Results

As a result of all operations being integrated through Bizagi, the lead time for executing an order has been reduced by 50%. The large flow of the products can now be carried out completely digitally, resulting in a 100% reduction of labour.

Customer experience has also improved: all communication now goes through the platform. Drawings, work orders, information and drawings that must be approved by a customer before production can start are now all sent and signed off through the Bizagi platform.

In addition to the administrative tasks automated through Bizagi, TPM technology (Total Productive Maintenance) has also been added to the platform, which means that there is no integral need for a separate application for maintenance activities. These are performed on the platform, including long-term planning, predictive maintenance and self-directed maintenance, with instructions for maintenance tasks automatically triggered and sent to the employee through the platform. This includes minor maintenance tasks that must be performed periodically by the employee.