

# NSERC LEVERAGES NINTEX TO COORDINATE REMOTE TEAMS

**Client: Natural Sciences and Engineering Research Council (NSERC)**

**SIZE:** 600 Employees

**INDUSTRY:** Public (Federal Government of Canada)

**PLATFORMS:** SharePoint 2016 On-Premise

**SOFTWARE SOLUTION:** Nintex (Over 162 workflows)

## CLIENT PROFILE

The Natural Sciences and Engineering Research Council of Canada (NSERC) funds visionaries, explorers and innovators who are searching for the scientific and technical breakthroughs that will benefit Canada. NSERC is Canada's largest supporter of discovery and innovation, working with universities, colleges, businesses, and not-for-profits to remove barriers, develop opportunities and attract new expertise to make Canada's research community thrive. Through NSERC's 4,500 yearly Discovery Grants, 37,000 students are trained each year by Canada's most talented scientists and engineers.

## THE CHALLENGE

Coordinating the delivery and technical support for a large organization presents many difficulties, let alone when each employee is working remotely. This was the challenge assigned to NSERC's quality assurance team, who were tasked with managing the delivery of critical business equipment (phones and laptops) and scheduling the accompanying technical support for the hundreds of NSERC employees currently working away from the office.

With security a priority, the first order of business was to determine how to securely obtain each NSERC employee's mailing address and delivery availability. This was to ensure the valuable packages would be sent to the correct location and not left unattended outside. To accomplish this task, an inefficient and tedious process would need to be undertaken. A high volume of emails containing unsecured personal information would have to be processed manually then rerecorded for the purpose of creating a Help Desk ticket to facilitate each delivery.

Once the business equipment was delivered, it would then be imperative for each employee to schedule an appointment with the Help Desk to activate, set-up, and properly operate their new devices. Again, hundreds of emails would come flooding in requesting appointment times that were quickly overbooked. This system would require each email to be manually processed, then coordinated with the Help Desk which adds not only days of unnecessary work, but a lot of frustration as well.



## THE SOLUTION

The quality assurance team had a keen sense for the problems that lay ahead, and how Nintex Forms and Workflows could be leveraged to streamline key processes. By employing Nintex to address NSERC's critical challenges, they were able to securely acquire, intelligently manage, and efficiently process employee data and inputs in real-time.

The team started by sending a custom Nintex Form to each employee requiring new business equipment. Using the intuitive dropdown menus and simple input fields, employees were able to securely record their personal mailing information that, once submitted, would automatically create a ticket to be assigned to a Help Desk representative.

This clever process eliminated the need to manage each email manually, while also automating the Help Desk ticket creation process. Since tickets are created automatically using employee input from Nintex Forms, sensitive employee information from each email no longer had to be rerecorded for the sole purpose of creating a ticket. In addition, this process also safeguards against human error making the system not only incredibly efficient, but accurate as well.

The team then had to devise an event management solution to coordinate the technical support required by the hundreds of employees who will need assistance once their new devices arrive in the mail. To do so, each employee would need to schedule a call with the Help Desk. To avoid spending dozens of hours manually combing through emails and scheduling appointments, a quick search on the Nintex Community revealed a pre-existing event management solution that was perfectly suited for NSERC's needs. To their delight, the community solution only required minimal changes for implementation which saved the team valuable time and resources that would have otherwise been incurred if they built from scratch.

**“If we didn’t have Nintex solutions, it would have been a nightmare” a member of the quality assurance team exclaimed. “Using the (Nintex) Community easily saved us over 2 weeks of development and a lot of headaches.”**

The final event management process provided employees real-time transparency into which time slots were available, and which time slots were already booked. This allowed each employee to receive critical technical support as quickly as possible which let them return to usual operations with little-to-no time wasted.

## KEY TAKEAWAYS

NSERC was able to find significant and tangible value by implementing Nintex solutions to address key process concerns. Nintex Forms were used to securely acquire and automatically act upon employee information needed to coordinate the mass delivery of critical business equipment in a secure manner.

In addition, Nintex Workflow, with help from the Nintex Community, was leveraged to create an event management solution. This solution eliminated tedious and time-consuming manual email management required to schedule important technical support across hundreds of employees working remotely. Each processing solution was able to save dozens of hours and a lot of frustration allowing NSERC to accomplish these crucial tasks with little disruption to regular operations.