



# Auswide Bank

## Project Management Efforts

### PROFILE

For over 50 years, Auswide Bank has been helping Australians achieve home ownership, create wealth, and access banking and financial services.

### BUSINESS SITUATION

Auswide Bank had no standardized or centralized approach to documenting and storing its business processes. Existing procedures were word documents saved as PDF to SharePoint, in multiple versions that were difficult to find. Processes were not end-to-end with separate system manuals. The approach meant that there was no ownership of processes and an overall lack of confidence in our document processes.

### SOLUTION

Auswide Bank invested in Nintex Promapp® which has enabled the organization to document all its procedures in simple concise words and process maps. Now, Auswide Bank's process are mapped end-to-end in a standardized process format with controlled variations. There is clear process ownership with an "owner" and "expert" plainly visible.

**720 published processes** with 55,000 views and climbing

**Improved risk culture** across the organization

**Collaboration** across different business units in the bank



Source: 2019 Nintex Solution Innovation Awards

