

Bye-Bye Paper, Hello Workflows



COMPANY SGS
SECTOR Services
USE CASE Quality and Process Management
WEBSITE www.sgsgroup.at

AT A GLANCE

- Personalized** and **touch-optimized** process portal
- Version** and **rights management**
- Testing** and **approval workflows**
- Responsive** design

COMPANY PROFILE

The SGS Group is the world's leading company in the fields of examining, testing, verifying, and certifying. The company represents a worldwide standard for quality and integrity. With more than 90,000 employees, the company runs a global network of more than 2,000 subsidiaries and laboratories. SGS has been operating in Austria since 1950 and is present at six locations.

CHALLENGE

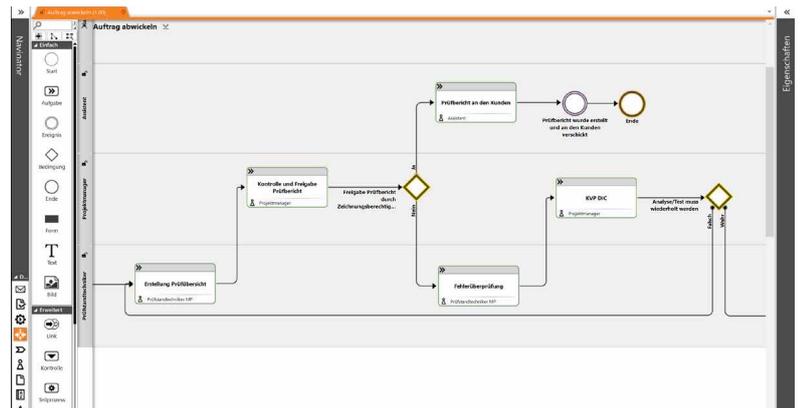
SGS's core competencies (examining, testing, verifying, and certifying) are continuously improved and constitute the foundation for the corporation's business success. Its sustained growth in the future is only possible if SGS continues to do everything possible to be the most competitive company and continuously provide unmatched service to customers all over the world.

USE CASE

The FireStart BPM Suite offers SGS a portal in which all processes and important information and documents about the processes are available at a glance. The integrated version and rights management system ensures that only up-to-date, valid information is shown. Saved test and approval workflows support ongoing improvement of the central process database.

The digitalization of business processes is a significant competitive advantage for a service-driven company like SGS. For this sector, you will be well-prepared with FireStart's workflow functions supporting defined service processes step-by-step through task-optimized workflows.

A portal, all processes, and important information and documents about the processes at a glance. That is the goal, which aims to establish uniform standards for a comprehensive service offering for our employees in an ideal manner. Thanks to the personalized and touch-optimized process portal, the employee consistently has efficient access to information that he requires for his day-to-day work - irrespective of whether he accesses it with a smartphone, tablet, or notebook. Thanks to its responsive design, the size and navigation adapt themselves to the respective work environment in a user-friendly manner without allowing the employee to lose oversight.



Screenshot: In addition to flowcharts and a matrix view, FireStart also supports modelling that is compliant with the BPM 2.0 standard. In this manner, a process can be displayed and viewed from many different perspectives.



Bernd Gottinger
 Business Manger SGS Industrial Services

“To be successful in the market, we can no longer afford paper and uncoordinated work processes in the future. With the FireStart BPM Suite, we are well-prepared for this future.”