



Case Study

City of Edinburgh
Council maps over
1,000 processes
in 2 years

• EDINBURGH •
THE CITY OF EDINBURGH COUNCIL

How Engage Process helped the City of Edinburgh Council

Using Engage Process, the City of Edinburgh Council mapped over a thousand processes in two years, getting increased visibility of the whole organisation. On top of that, they achieved £175K of savings and anticipated a further £800K of savings.



Dealing with the big question

Like many other councils, Edinburgh City Council is dealing with the big question on how to deal with ongoing budget constraints. Martyn Thompson is a Senior Change and Delivery Officer and works in the Lean Automation team, tasked with finding a solution.

“
Our challenge at Edinburgh, as with a lot of public bodies, is to save money effectively, to look at processes, to look at services, to look at things happening within the Council that we can identify the financial benefits to...
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- Martyn Thompson

The council was looking for a solution that could help them tackle this question.

Getting Stakeholders On Board

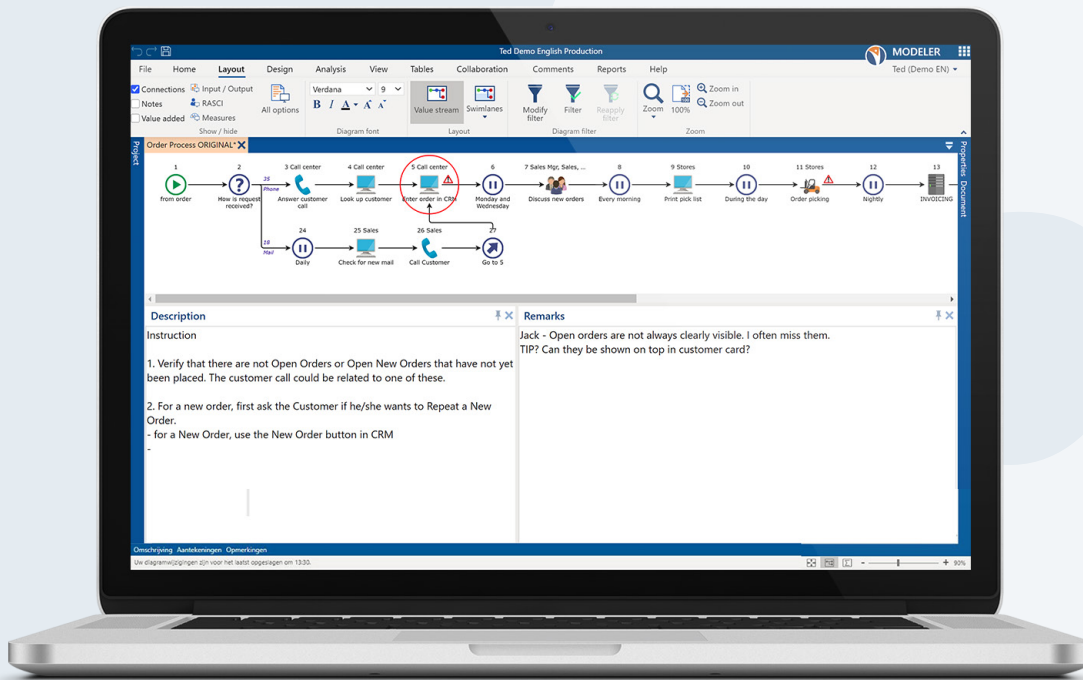
Mapping a process and making it visual helps drive confidence with stakeholders. If it's visual, senior managers and other stakeholders can understand it and gain confidence in what you're doing. Especially when this is backed up by facts.

Mapping a process at Edinburgh Council

At Edinburgh, they usually do this with a three-step validation process. They start out with mapping out a process of a particular service. After that has been done, the process is validated by experts on the subject or service managers. Lastly, all involved roles reconvene and have a lean workshop.

The three-step validation process helps to involve people. This way, business analysts or change and delivery officers can actually be part of the conversation with the managers and have confidence in that the mapped process is correct.

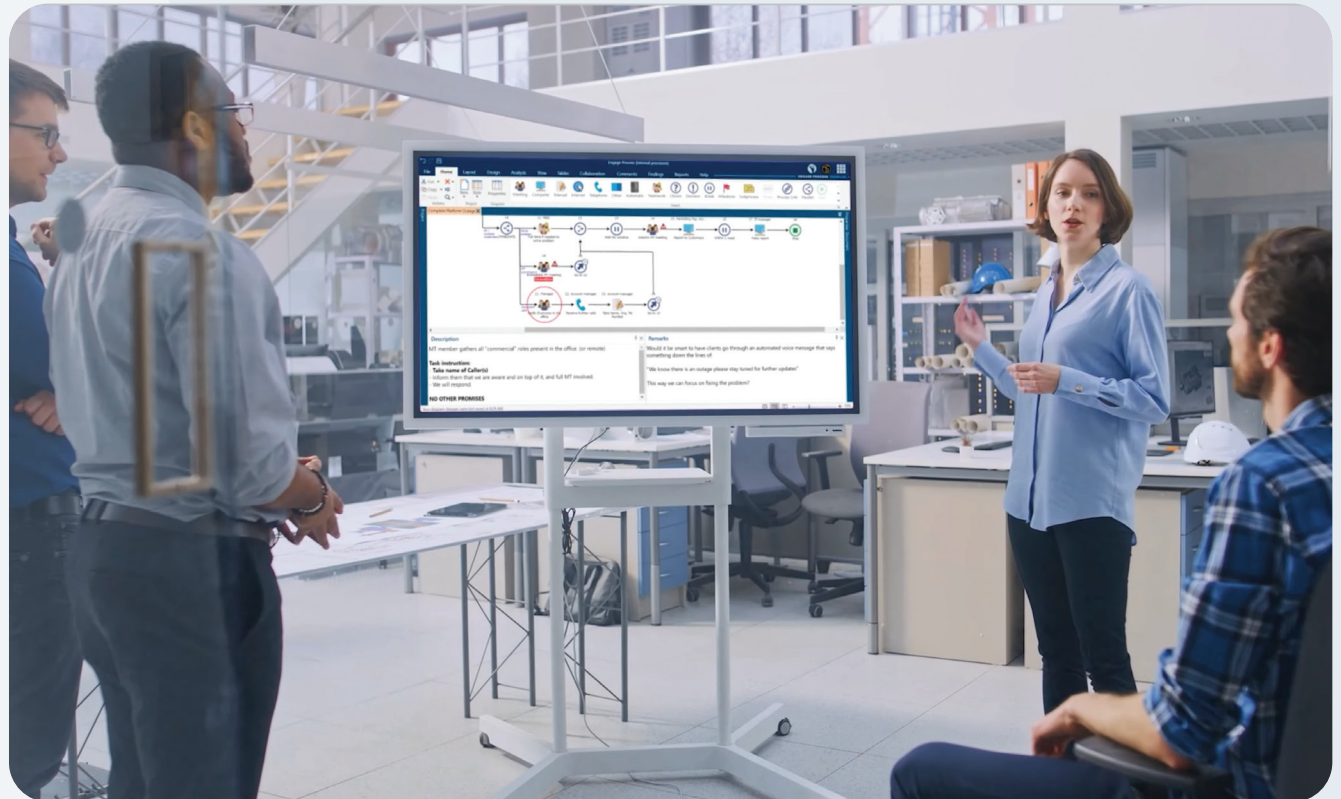
The way they map the processes and try to involve more people instead of just the process team, really helps to create ownership for all the employees and stakeholders involved.



The Engage Process Modeler is easy to use and understand. Even for people that have never mapped a process.

Convinced within the first 5 minutes

As an organization that has used different types of process management software solutions, Edinburgh mentioned they were a bit apprehensive about picking up another tool. But within the first five minutes of getting a demo of Engage Process, they quickly realised that Engage Process is different.



Martyn explains about picking up Engage Process:

“

It certainly gives us everything that we could possibly need. Rather than having four or five different documents with a calculator on one, a spreadsheet in another one just holding your volumes, one with your risk log on it. We have got a central repository with all that and that's what Engage Process gives you, your risk log for your process Engage gives you your time and gives you your roles involved and Engage gives you your process maps. So, it really is a kind of a one size fits all bit of software.

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Martyn Thompson
Senior Change and
Delivery Officer



The benefits Edinburgh Council gained by using the platform

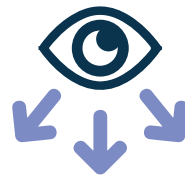
The Council noted that the use of Engage Process helped them in various ways:



It helped them get a clear view how long a process takes and the costs involved.



Helped understand who's involved in the process and what variables are involved.



It helped them understand the process from end to end.



Mapping and analysing processes helped Martyn and his team support their findings and business cases with facts.



“

For somebody who just wants to jump on and clear a basic process map. They could do that with almost no training at all. It is very intuitive, very sophisticated. It is not like previous kind of process mapping software that I've used where you need a half day training just to get a basic process map on the page.

- Martyn Thompson

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Achievements and expected outcomes:



They managed to map over **1000 processes** in the span of just **two years**



In the light of their ambition to be as cost effective as possible. They have delivered **175K of savings to date**



They also have additional savings currently in delivery across multiple projects, amounting to **400K Extra**



Finally, there is an **additional 800K** in savings that has been identified



About Engage Process

Engage Process offers an easy, highly effective way of mapping and analysing processes to drive improvements across your organisation. Designed to get your team involved in exploring, documenting and improving your processes. Engage Process is 100% SaaS, so you can be up and running in just one day.

It empowers staff to discuss, evaluate and improve processes together. Putting the employee first makes Engage Process a true “human centric” solution. This means proactively exploring and reimagining processes in real time, by the people who are actively working with these processes day-to-day. Processes create the foundation for management programmes such as cost savings, compliance, service (re) design, and digital transformation.

Over 300 organisations in the UK, Europe and North America use Engage Process on a daily basis. These include City of Edinburgh Council, Sedgemoor District Council and Cheltenham Borough Council.

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