Case Study
Lenovo

Lenovo improves its customer satisfaction rate through a ProcessMaker implementation

Lenovo implements ProcessMaker workflow and Business Process Management (BPM) solution and increases its customer satisfaction rate.

Lenovo is a $21 billion personal technology company and the world's second-largest PC vendor. Listed in the Global Fortune 500, it has more than 26,000 employees based across the world, serving customers in more than 160 countries. Lenovo has headquarters in Beijing, China and Morrisville, North Carolina, U.S.; major research centers in Japan (Yokohama), China (Beijing, Shanghai and Shenzhen), and the U.S. (Morrisville); and manufacturing plants around the world, from North Carolina and Mexico to India, China and Brazil.

Denes Trestyanszki, the call center operations leader explained "With so many employees serving so many companies, the customer fulfillment department needed a new way to handle customer interaction instead of using unstructured email communication. In addition, Lenovo recognized that inter-department collaboration within a cloud environment could cut down on unnecessary emails, memos and other correspondence. With many pain points to address, Lenovo decided that it required a BPM solution".

"ProcessMaker is a very flexible, easy-to-use solution. Lenovo would recommend it to anyone who is looking for workflow improvements or even just to simplify their processes"
Denes Trestyanszki
Call Center Operations Leader
Lenovo

"This is the first time, after working in this business for 16 years, that I really can see what my people are doing"
Lenovo Senior Operations Leader

Customer:

Sector:

Manufacturing

Improvements

- Customer Fulfillment department methods of communication with customers.
- Transition of all processes, case data and database entries to cloud environment.
- 20+ processes automated with sizeable increase in efficiency
- A complex process reduced from 6 days to 2.

Phase One: ProcessMaker was tested with a simple deployment into a small department of **16 users** working with **nine processes**. The aim was to discover if ProcessMaker could solve the **email communication** pain point. Not only was this initial deployment successful, **reports and dashboards** were set up in this phase. Lenovo stated that quick and easy access to the ProcessMaker database for its administrators helped to facilitate these extra dashboard and report features.

Phase Two: After the success of the first phase, ProcessMaker was quickly and easily deployed into a **second department** with a user base of **25 users** and **16 processes**, including a **Lean Six Sigma** project. A secondary objective was also met in this phase; the merging of one process between two separate departments - which ultimately saved time and unnecessary internal communication.

Phase Three: The final phase of Lenovo's deployment of ProcessMaker was a roll out of the application to a user base of **90+ users**, across **20 processes**. Lenovo states that the one of the biggest achievements in this phase was to reduce one internal process (known as T.A.T.) from **six days to two days** in length. The last step of this phase was to transition the Lenovo solution to the **cloud** (including old cases and database entries). Lenovo said that **customer satisfaction was significantly improved** by the end of phase three – thanks mainly to the streamlined standards and increased efficiency provided by ProcessMaker.

About ProcessMaker

ProcessMaker is the leading open source Workflow and BPM software suite that makes it simple for companies to automate form-based approval driven processes and interconnect existing company systems. ProcessMaker is headquartered in New York and has a partner network spread across 35 countries and on five continents. Hundreds of commercial customers including Fortune 100 companies rely on ProcessMaker to run their processes. ProcessMaker is available in 17 different languages and has been downloaded over 750,000 times.

ProcessMaker OSS is available for download at

http://www.processmaker.com/
download-processmaker/

For more information visit
www.processmaker.com

Contact
ProcessMaker Inc.
NY, NY, USA

Tel: +1-617-340-3377
Fax: +1-305-402-0282
Email: info@processmaker.com

http://facebook.com/processmaker
http://twitter.com/processmaker
http://www.processmaker.com