



CASE STUDY [TRANSPORT]

promapp™

Thrifty

Owned by the National Roads and Motor Association (NRMA), car rental company Thrifty New Zealand has around 150 staff taking care of operations and processes across 30 locations.

A few years ago, the Thrifty management team in New Zealand recognized the need to update their processes and to upgrade the system they used to manage the rental of their cars. Everything they had was paper-based, time consuming and very out of date, and staff had no easy access to processes.



Business Benefits

Improvement in Net Promoter Scores (NPS)

Up-to-date, easy-to-manage processes

Instantly accessible processes in one place

System tagging to identify processes impacted by system changes

Smooth implementation of new software

Training documents linked to live processes.

Having a process champion to drive process improvement efforts can position organizations for business process management (BPM) success. Thrifty understood this and appointed Jackie Reid to fill the role of process champion.

Jackie had worked with Promapp before and was on a mission to help Thrifty's teams get instant access to processes that were up to date and easy to manage. She also wanted to ensure a smooth transition to the new car-rental system with minimum effort from the already-busy teams. Everyone would need to know what was changing and how that would impact them.

Dream project, thanks to Promapp.

The plan to upgrade the system they used for renting out cars could have been a tricky operation. Many processes were affected by the changeover, so managing them through the operational system change was critical.

To maximize everyone's efforts, when processes were captured and published, all processes associated with the car-rental system were tagged using the system tagging function within Promapp. This meant teams were able to identify, at a glance, exactly which processes were affected by the system change.

The Thrifty team then got together with their users and software vendors for a series of process discovery workshops. In the workshops, they divided the processes between each area, looking at how things were done before the change and how they would look after the change. Using the outcomes of the workshops, they updated each process to prepare for the system change.

'We used those updated processes throughout the whole project – they were helpful in the testing, training and implementation of the system.'

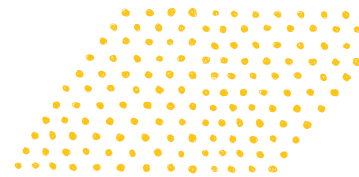
Jackie Reid, Promapp Champion

The process to replace the car-rental system took just nine months. Jackie says it's the shortest, most successful project she has ever worked on.

'Promapp makes it a whole lot easier to not only continuously improve, but to facilitate the smooth transition from one operating system to another.'

JACKIE REID

Promapp Champion

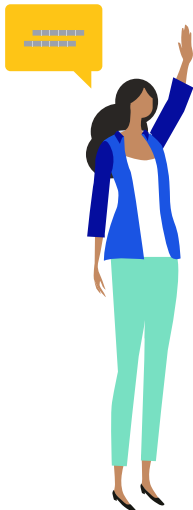


‘The system tags were an absolute godsend. I just printed off a system map and it showed me everything that I needed to know. It meant we were up to date with all the processes when we went live.’

Thrifty’s head office and the senior leadership team were impressed by how smoothly the project ran, and how easy it was to identify the processes that would be impacted. That, Jackie says, was down to using Promapp.

‘Basically, if we didn’t have Promapp it would have been a whole lot harder. The system tags were an absolute godsend. I just printed off a system map and it showed me everything that I needed to know. It meant we were up to date with all the processes when we went live.’

Jackie Reid, Promapp Champion



Buy-in from everyone.

Having all the processes up-to-date by go-live meant that teams had access to processes they knew they could trust right from the get go, resulting in increased team engagement. Through monitoring and tracking, the organization can see that staff find the system extremely useful in their day-to-day activities – they’re checking in with the system, on average, more than 2,000 times a month.

About Promapp

At Promapp, we believe that expressing and managing process knowledge simply is crucial to sustaining an ongoing culture of process improvement. With Promapp's intuitive cloud-based BPM software, used by hundreds of organizations worldwide, anyone can create, navigate and change business processes.

Sign up for a [30-day free trial](#) or [join an intro webinar](#) to see Promapp in action.

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