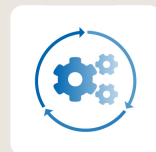


# Introduction of Workflow-Based Process Automation With ADONIS at the Lucerne University of Applied Sciences & Arts

A success story with

**HSLU** Hochschule  
Luzern

**BOC**  
www.boc-group.com



**ADONIS**  
Process Automation



**ADONIS**  
Your professional BPM Suite

# Introduction

**F**rom simple to complex processes, they differ in their automation potential. But how can this be identified and what are the concrete advantages of process automation?

In this success story, you will learn about the use cases through which the Lucerne University of Applied Sciences and Arts (HSLU) decided to push their process automation initiative and the results that were achieved.

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# 01 Starting point

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„The automation initiative was kicked off within the HR department. We were relying on primarily manual forms, therefore the transparency and clarity were simply no longer there. ”

Livio Frei,  
HSLU

## About the Lucerne University of Applied Sciences & Arts



7,700+ Students



6 Departments



378 New R&D  
Projects



293 Mil.  
Turnover (2020)

The Lucerne University of Applied Sciences and Arts is supported by six departments, and is the largest educational institution in Central Switzerland. In total, the University combines the departments of Engineering and Architecture, Business, Information Technology, Social Work, Design and Art, and Music - all under one roof. In 2020, a total of 7,789 students got enrolled into a bachelor's or master's degree programme at HSLU. And 378 research and development projects hit the ground running!

# 01 Starting point

Prior to the introduction of [ADONIS process automation](#), HSLU pursued manual process management. Due to the lack of operational workflow tools, many processes were managed manually relying on emails, Excel, Word, and alike. Documents were partly forwarded electronically, and in some cases even physically.

As a result, it was difficult to follow the status of open orders, or assess the completed ones among the various internal interface managers.

What's more, the cultural and organizational differences and growing cross-functional collaboration led to even further challenges. Overall, process handling was very time-consuming, the quality of results was poor, the lead time long, and the transparency and clarity were fully insufficient. This is what truly created the need for process digitalization and automation.

## In a nutshell, the following pain-points were identified:

- Manual process handling
- Time-consuming processing using various tools like emails, Excel and Word
- Lack of clarity and transparency
- Long processing times
- Inadequate quality of results

## 02 Goals

The goals of the process automation initiative were the following:

- Simplify change tracking and status inquiry
- Implement an intuitive system that is easy to use
- Improve process handling
- Reduce cycle times
- Decrease time efforts

Check out the [full webinar with Livio Frei](#) from HSLU.

”

*„It was also important for us that the system we use is independent. In other words, that we don't have to use a Microsoft environment.“*



Livio Frei, HSLU

# 03 Approach

Following the decision to introduce [ADONIS Process Automation](#), a proof of concept was created together with BOC Group.

The functional process harmonization between the departments and digitalization (of process workflows) could be implemented within 6 months.

During this time, some basic preparation work was also done by HSLU, such as the connection to surrounding systems, and the creation of document templates.

The implemented workflows were tested and validated several times. An important factor here was the engagement and training of the end users before the real go-live.

## HSLU's approach to process automation

### 1. Assessment of the process automation tool:

As a public institution, HSLU is required to put major procurements of applications out for a tender. For the assessment of a workflow-supported tool, the University of Lucerne has defined a list of criteria with the following requirements:

- Modelling according to the BPMN 2.0 standard
- Possibility to implement processes on our own
- Independence from other applications
- IT and data security
- Stability of the system
- Tool flexibility

## 03 Approach

### 2. Identification of processes for digitalization / automation:

During the initiative, two HR processes were selected - the training application and reimbursement - to be automated first. A detailed insight into the process automation model that was used can be found [in this article](#).

*«The processes of requesting a training and reimbursement were suitable because of their large volume and the fact that they aren't system-critical.» - Livio Frei, HSLU*

### 3. Testing and operational roll-out:

After the two chosen processes were mapped out (modelled) in ADONIS BPM suite, they were transformed into executable workflows using ADONIS Process Automation, and the corresponding forms were created and stored.

Following this, the two processes were tested in a live environment and moved to daily operations. In order to identify potentials for improvement and bottlenecks at an early stage, continuous process analysis and optimization were implemented.

*«We had to experiment to see what works best. For example, finding out which authorities are required in order to approve applications.» - Livio Frei, HSLU*

### 4. Backlog items and prioritization of additional processes for digitalization / automation:

In parallel with the core initiative, the entire process portfolio was analysed by the HR and other departments, such as Finance and IT Services, to look for further automation potentials, and these were identified and prioritized in more detail. [The following free poster](#) provides a compact overview of the criteria that can be used to identify processes for automation.

# 04 Challenges

## Lessons learned from the automation initiative

The Lucerne University of Applied Sciences and Arts took a far-sighted and cross-departmental approach to automation, first piloted in their HR department.

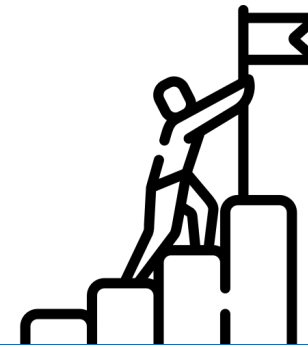
This laid the groundwork for further digital transformation in the institution. Not only has the infrastructure been put in place, but valuable know-how got built up internally too.

After the successful implementation, a number of challenges have emerged that were in focus beforehand, but in retrospect have become a critical part of the initiative's success:

- **User management and directions:** Various departments often have different hierarchy levels between the employees and their superiors. Taking these decision-making processes into account was a technical challenge.
- **Administrative pre-audits help:** The application is pre-screened by an office assistant before it's being sent to the decision-maker.
- **CO lines:** Some managerial positions are shared by two people (co-managers). The technical mapping has to be considered and solved accordingly.
- **Harmonization of processes:** Designing a harmonized process across six departments was a challenging task. Here, it's all about process optimization and process alignment.
- **Effort and duration of preparations:** The preparation phase is key and generally more complex than the implementation itself.



# 05 Results

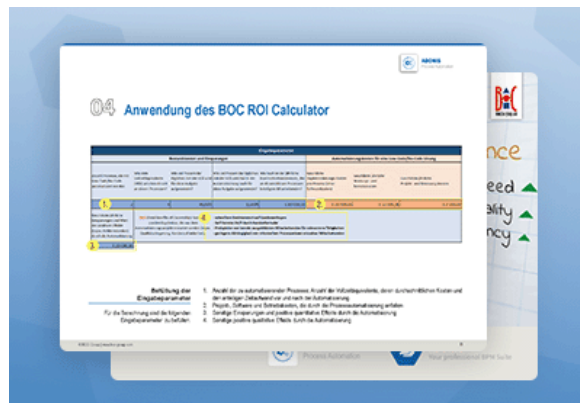


The ADONIS process automation solution has been successfully implemented and the first two processes - training application and reimbursement, have been successfully introduced into daily operations.

Further processes suitable for automation were modelled and prioritized accordingly.

- + 36,458 CHF in costs saved per year
- + 700 working hours saved per year
- + 2/3 of all requests are completed within five days
- + 3/4 of refund requests are completed within one day
- + Significant improvement in quality of submissions
- + Complete process transparency

# 06 Your next steps to process automation



## Free Automation ROI Whitepaper with Excel calculator

Show the quantitative and qualitative benefits from process automation initiatives with our free ROI calculator.



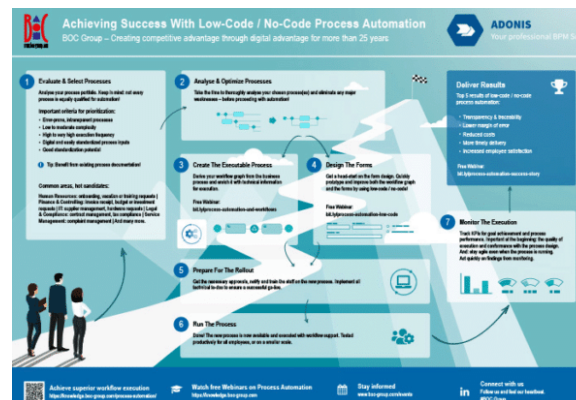
Download the ROI paper and calculator here

## Download free poster

Everything you need to know about low-code/no-code automation to leverage unused process potentials, summarized in 7 steps.



Download the poster here



Try the ADONIS BPM suite for free.

Check out more information on ADONIS Process Automation here.

## 06 Your next steps to process automation

**IKB**   
Deutsche Industriebank

#Interview #Video

How IKB improved the quality of their compliance with ADONIS Process Automation

[Watch the interview here](#)

**HSLU** Hochschule  
Luzern

#Interview #Video

Here's how HSLU uses ADONIS Process Automation to save time and money.

[Watch the interview here](#)

## 06 Your next steps to process automation

We are happy to support you with  
your **process automation initiative**

Consulting. Planning. Implementation.

[Contact an expert right here!](#)

# 07 About BOC Group



Today, BOC Group crafts and markets holistic and state-of-the-art Enterprise Modelling Software for effective and extensive business management in the digital era. These products are the Business Process Management Suite [ADONIS](#), the Enterprise Architecture Suite [ADOIT](#) and [ADOGRC](#) for Governance, Risk & Compliance. We are building on openness and interconnectivity, so our tools are free to adapt to your needs and can collaborate with a wide range of ecosystem applications. This way, we help

enterprises to transform towards an advanced digital age, stay on top of rising complexity in business architecture and manage increasing regulatory needs. Our more than 1,500 customers range from small and medium-sized enterprises to Fortune 500 companies all around the globe. With over 250 employees, we continuously strive towards improving and evolving our products and services, with unremitting innovations as part of our DNA and one of our most crucial success factors.

Proudly developing





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