



**FREMANTLE PORTS IS A WESTERN AUSTRALIAN GOVERNMENT-OWNED TRADING ENTERPRISE THAT FACILITATES TRADE THROUGH THE STATE'S LARGEST GENERAL CARGO PORT. THE TOTAL VALUE OF TRADE HANDLED IN 2015-16 WAS AU\$26.1 BILLION**

### THE CHALLENGE

As with many major developments, some capital projects undertaken by Fremantle Ports have lengthy lead times, which can add complexity and expense.

As cost and complexity grow, projects must continue to comply with ever-changing laws and regulatory requirements, fit within budgets, and continue to meet changing customer requirements.

Reducing complexity can be challenging, since Fremantle Ports has numerous stakeholders; it draws input to major projects from its four divisions, each participating as appropriate to ensure project success.

Manual templates and decentralised project development processes resulted in additional complexity and challenges for tracking progress.

### THE VISION

To realise the value of process automations for large capital projects that reduces risk, are cost effective and facilitates compliance.

### THE SOLUTION

With the help of solution provider Diversus, Fremantle Ports did away with manual systems in favour of a streamlined project development system that leverages SharePoint 2013 using Nintex Forms and Nintex Workflow.

The Project Development Register (PDR) automates five major processes with multiple steps and 14 templates into an end-to-end workflow.

PDR provides project development updates to stakeholders and aggregates project development information for easy viewing.

The previous paper-based project development forms were replaced using Nintex Forms resulting in standardised and accurate data capture, thanks to context-sensitive drop-down lists, visual prompts, logical sequencing, and help buttons. Nintex Forms also eliminate the need to re-enter data into separate forms.

PDR aggregates data so planners and managers now have a comprehensive view of projects, including development status. Employees also use PDR as a self-service way to capture and preserve data for projects that may require approval in future years.

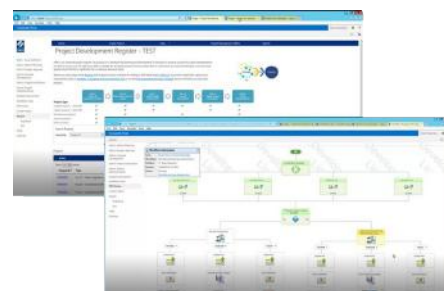
Implementing the Nintex platform allowed Fremantle Ports to maximise its original return on investment on the SharePoint 2013 platform.

Diversus also leveraged the existing records management system (HP's EDM system) by customising a connection for storing and accessing files and uploading snapshots of completed gates, or milestones, into the HP Records Manager. This enables future retrieval during audits and as needed.

### TECHNOLOGIES AND METHODOLOGIES UTILISED

#### Methodologies

- Agile techniques and iterative development
- Continuous deployment model
- PRINCE2



#### Technology Software

- SharePoint 2013
- Nintex Forms and Nintex Workflow
- Hewlett Packard's EDM system
- TeamCity for build and release management

### MEASURABLE BUSINESS BENEFITS

Fremantle Ports uses the PDR solution for the planning, development, and implementation for all complex projects. This solution speeds the development of project concepts, streamlines compliance activities, reduces risk, adds value to project outcomes, and optimises project costs. It ensures that planners and managers have the right information at the right time to make the right decisions. Full project visibility and approval alerts keep projects on track.

Nintex Workflow automates five highly complex business processes. The result is end-to-end workflow that covers all project development steps, including reviews and approvals, to ensure these are made in the right order. This avoids the need to reconsider decisions, backtrack on implementation, rework designs, or address funding gaps. Automatic notifications from PDR reduce risk further by alerting employees to required actions, as well as to new projects or project updates that may affect them.

#### Key benefits include:

- Solution leverages existing systems to maximize ROI
- Workflow automation speeds project development, reduces risk
- Broad, enthusiastic response from users



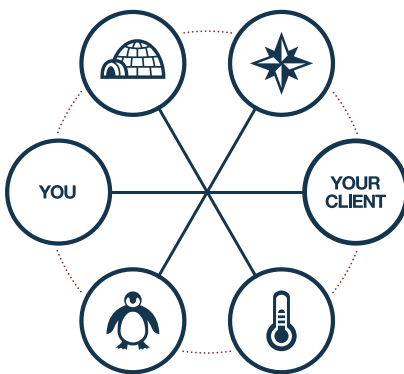
*The old way of working wasn't meeting our needs in the best way possible. We wanted a more efficient process in obtaining all the necessary approvals before moving ahead.*

*We wanted all project development knowledge in one place, accessible to everyone who needed it, whenever they needed it. The new system helps also ensure that decisions are based on comprehensive, accurate, and up-to-date data.*

**ALISON COVENTRY, CHANGE FACILITATOR AT FREMANTLE PORTS**



## AS A TRUSTED PARTNER, DIVERSUS RELIABLY DELIVERS QUALITY TECHNOLOGY AND INNOVATIVE BUSINESS SOLUTIONS



At Diversus, we focus on your business challenges and develop a plan to get you to where you need to be. We see our clients as our partners, and we seek to solve today's issues while never losing sight of the horizon.

### IN THE BEGINNING

Established in 2006, Diversus has built a reputation for delivering quality work in an ethical manner.

Our team work collaboratively to deliver tangible results. It's about evolving with business and technology, and making all people's contributions part of the process and solution.

### WORLDLY LOCALS

Diversus is a wholly Australian owned and operated business and actively supports the local IT community. Our consultants all possess a diverse range of skills and professional experience from a variety of industries bringing a wealth of knowledge to your organisation.

Over 82% of our consultants have been raised in Australia with a strong understanding of the local economy. Yet 71% of our team has spent more than two years of their professional life overseas.

What does that mean to you, our clients? Our consultants are confident and nimble, using best practices to provide innovative solutions to business challenges.

### STAYING IN FRONT

Ongoing skill and knowledge training, mentoring and support are fundamental to nurturing our staff and developing them throughout their career. Diversus is proud of our supportive reputation which enables us to attract and retain high-quality staff in the unique local market. For our clients, it is critically important that our people are armed with knowledge and possess the passion to develop and deploy industry best practice processes and tools.

Our expert team will help you respond to today's challenges to grow your business, reduce costs and optimise productivity, working closely with you on:

- Business Planning & Transformation
- Business Optimisation
- Customer Management & Analytics
- Digital Experience
- Digital Workplace
- Mobile Innovation
- Research & Development
- Cybersecurity
- Custom Solutions

### CONTACT

Diversus reliably delivers quality technology and innovative business solutions that set your business to meet the challenges of today with capacity to plan for tomorrow.

If you'd like to speak with experienced professionals about solving your business challenges, please contact us.

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