

Harcourts International Invests in Nintex Deployment to Support Global Business and Franchisee Process Automation

MELBOURNE, Australia, Nov. 13, 2019 /PRNewswire/ -- Nintex, the global standard for process management and automation, has announced that real estate franchise network, Harcourts International (Harcourts), has selected [Nintex Promapp®](#) to fuel best-practice process management across its global operations.

Australia-headquartered Harcourts sold over NZD\$30 billion in property last year and has more than 900 offices in nine countries. It is one of the fastest growing real estate groups in the world and offers a full range of real estate services, specialising in residential, commercial and rural property sales as well as property management services.

Harcourts has experienced significant growth in recent years which spurred the need and business requirement for a cloud-based platform to host its processes and be easily accessible to the company's global network of more than 10,000 team members. Additionally, Harcourts sought to achieve a single source of truth to house its best-practice processes and strategies that have been developed over decades.

Operationally, the company wanted to reduce the time spent on various processes to improve efficiency, remove teams' frustration points, reduce staff turnover, and maximise productivity by speeding up the onboarding and training process for new team members. It also wanted a solution which would enable individuals to identify improvements, thereby enhancing its offering and improving the experience for both clients and employees.

"A world-class business is run on world-class processes that are followed consistently across the entire group. Nintex Promapp is the perfect process management solution, enabling us to leverage the best-practice knowledge we have captured, allowing for real-time feedback, and helping us to create and maintain a high-performance work environment to the benefit of our team and, ultimately, our customers," says **Steve Caradoc-Davies, Chief Executive Officer, Harcourts International**.

Nintex Promapp ticked all the boxes for providing a solution which could optimise enterprise-wide business processes and replace Harcourts processes currently recorded in operations manuals, various workflow software solutions, an internal library, and a legacy group experience software platform.

As **Caradoc-Davies** explains, "We were impressed with Nintex Promapp's ease of use, ability to allow for interaction and feedback between different team members as well as its proven reliability, with strong international backing.

"We also hope to create new digital efficiencies by leveraging more capabilities from the Nintex Process Platform, including [automation](#) functionality, where appropriate. Our ability to share best practice processes for our franchisees across the group will improve the overall skills of our team members and their ability to differentiate themselves in the market."

Harcourts International will deploy Nintex Promapp in four distinct phases over the next 18 months. Once fully deployed, the easy feedback functionality will enable the organisation to continually enhance and improve its processes while managing process variations that exist between various countries and jurisdictions.

"We're also keen to see how we can use Nintex's [workflow automation](#) capabilities to determine pressure points that require attention," says **Caradoc-Davies**. "The key learnings and improvements that we identify and roll out globally in a seamless and timely manner will result in a consistent experience for our customers.



"At the same time, employees will reap the benefit of having one central source of truth with easy access to updated processes and their supporting documentation. Now new employees can be trained on a way of doing business that is consistent across the organisation, and will feel valued as they have a voice to give feedback and suggest improvements."

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About Nintex

Nintex is the global standard for process management and automation. Today more than 8,000 public and private sector clients across 90 countries turn to the Nintex Platform to accelerate their digital transformation journeys by enabling them to quickly and easily manage, automate and optimise business processes. Learn more by visiting www.nintex.com and experience how Nintex and its global partner network are shaping the future of Intelligent Process Automation (IPA).

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