

Rheem Australia Taps Nintex Promapp to Plumb Great Customer Experience Processes

Leading hot water manufacturer standardises on Nintex Process Platform to effectively manage, automate and optimise business processes

SYDNEY, Feb. 18, 2020 /PRNewswire/ -- Nintex, the global standard for process management and automation, announced that Rheem, Australia's leading hot water manufacturer, has commenced deployment of visual process mapping and management software, Nintex Promapp®, the visual process mapping and management capability of the [Nintex Process Platform](#) to improve the company's customer experience and overall customer satisfaction.

The decision to select [Nintex Promapp](#) followed an evaluation of solutions to support Rheem's vision of the future of customer interactions, and the required software and services to deliver success. Nintex Promapp was selected based on its user-friendly interface and digital transformation capabilities. Rheem will use the technology to support the management of business processes across several divisions, from customer experience to marketing to commerce.



A first phase in Rheem's customer experience transformation is the mapping of processes in Nintex Promapp for the successful roll-out of its SAP CRM and field service management applications across the Rheem call centre and service business. This will replace manual processes currently stored in Visio and Word documents and provide consistency in sales and service, regardless of location.

In addition, to support the new processes, the company is deploying a range of rugged phones for service technicians, with customer-facing software applications aimed at improving the employee and customer experience.

Once fully deployed, Rheem's contact centre employees will benefit from Nintex Promapp's functionality to help document, enhance and share process knowledge from a central online repository and enable the company to benefit from tighter controls around change management and ownership of specific customer-facing processes.

Neale Gallagher, Project Manager, Sales and Marketing, Rheem Australia says, "Just as we aim to foster continual innovation of our products to help Australian households reduce energy, our aim is to provide greater customer service, automate processes and provide visibility of our processes for all staff. We'll be able to achieve this by using design thinking methodology to distil our everyday processes into Nintex Promapp.

"Some of our processes, like solar panel installation, can be very complicated. Nintex Promapp will support our efforts to map defined processes and methodologies to better meet the needs of our customers. For example, solar panel orders have several critical regulatory and technical processes to follow before generating a quote, signing a contract, and the scheduling of work is complete and certified.

"We're excited to maximise the benefit which Nintex Promapp will provide to our overall customer experience by being able to map processes to drive innovation and engage with customers in both routine and technically demanding customer-facing jobs."

Rheem Australia is the market leader and home of premium brands in the solar, gas and electric hot water, and pool heating industries and is committed to delivering product excellence. The company has been manufacturing in Australia since 1937 and employs people throughout Australia, with manufacturing facilities in NSW and Victoria. It has additional subsidiary organisations in New Zealand, China, Vietnam and Singapore.

To sign up for a demo of the Nintex Process Platform including Nintex Promapp, please visit <https://www.nintex.com/request-demo/>.

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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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<https://news.nintex.com/2020-02-17-Rheem-Australia-Taps-Nintex-Promapp-R-To-Plumb-Great-Customer-Experience-Processes>