

A STEELY APPROACH TO BUSINESS PROCESSES

Helping branch managers to achieve process standardisation and optimisation 2x to 3x faster



About Vulcan

Vulcan was formed in 1996, and now operates out of 35 sites across New Zealand and Australia, employing over 1,000 staff. Vulcan takes pride in a strong customer service culture, which has enabled it to achieve sustained growth in a difficult sector.

Vulcan has a distinct advantage in having its own transport fleet. It can provide an end-to-end solution to its customers, from ordering and processing through to delivery, thereby controlling the quality at each step.

The Problem

Vulcan has always been laser focused on operational efficiency for both cost control and service optimisation. What they wished to do though, was to standardise processes across their 35 branches in New Zealand and Australia (taking into account regional variations). To accomplish this was an ambitious goal, as over time in the 35 different locations, a lot of variations and exceptions had crept in.

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“Arkturus shows us exactly how each of our branches are operating, and how far away they are from our model processes. It will give our branches real and effective tools to measure and monitor their progress. We estimate achieving our standardisation goals two or three times faster – no other tool can do this for us.”

James Wells,
CIO and Innovation Director



The Solution

While all the Vulcan sites used a central ERP system, there was little or no visibility of the variations between the locations, and what impact they had on efficiency. Arkturus worked with Vulcan to visualise their order-to-fulfilment process quickly and accurately from their ERP (and other system) data. Arkturus gave visibility to their core process for each and every branch, and enabled Vulcan to architect a best-practice approach to standardisation (which would not have been possible any other way).



The Outcome

Once Arkturus has been applied across all 35 sites, all Vulcan branch managers will have a continuous view of what is going on in their own branches delivered to their personalised dashboards. They will be able to define KPIs and metrics for any part of their operations without any coding - and be able to define additional metrics to help measure the impact of their changes, without having to program any reports.

Arkturus will also enable them to setup early warning notifications for process variations they are trying to reduce. The Sentinel notification system, combined with the KPI Bank, provides an unprecedented level of visibility. It allows branch managers to benchmark against best practice and define a step-by-step approach to aligning themselves with this ideal over time.

Key outcomes:

- Standardising business processes across multiple branches
- Eliminating inefficiencies, exceptions and variations
- KPI Bank and Early Warning Detection System Implemented
- Established a long term programme for process standardisation
- Achieving their goals two to three times faster than before

Introducing Arkturus Business Research

Headquartered in Auckland, New Zealand, Arkturus works with enterprises across a broad spectrum of industries who are serious about improving the way they work. Arkturus' process mining tools apply the very latest in AI and machine learning to drill down into your existing business data. It creates dashboards and graphic reporting with insights and intelligence for process improvement, business compliance and new ways to delight your customers. Arkturus is industry leading as it works towards creating a complete digital twin of your business; a new era for business process intelligence.



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