

## Bringing structure and clarity across regions with ProcessPro

Manufacturing & Distribution

Improve collaboration and reduce process risk.

### About

Power Equipment is a distributor serving teams across New Zealand and Australia. With legacy systems in place and long-standing team members holding key knowledge, the organization faced challenges in documenting processes and improving collaboration across locations.

A major system upgrade created the opportunity to move away from fragmented workflows and toward structured, centralized process management.

### The challenge

Processes were siloed. Each area had its own way of doing things, with limited visibility across teams. Many critical steps lived in people's heads, which made it hard to onboard new staff or cover responsibilities during leave.

As Sofie Tchernegovski explained, "Everyone's just doing what they've always done. We needed to get people's knowledge onto paper and bring efficiencies behind the processes."

### The solution

By implementing ProcessPro, Power Equipment:

- Replaced scattered knowledge with clear, documented processes.
- Helped staff visualize and understand how their work connects across teams.
- Improved operational resilience by making processes easier to follow during leave or absence.
- Introduced value stream mapping to guide process redesign and reduce bottlenecks.

### Why us?

Having previously used another leading platform, Sofie knew what to expect. But ProcessPro stood out for its value and support.

"We looked at other options, including very basic and free tools, and did a full proposal to get it over the line," she said. "ProcessPro came out on top when we weighed up the functionality and price."

## Key results

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- **Improved Visibility** – Teams now see how their departments link together. This helped Australia teams work more collaboratively during a major system rollout.
- **Faster Warranty Processing** – Using value streams, they clarified ownership and steps. “It helped them get claims through a lot faster,” said Sofie.
- **Better Onboarding** – New staff no longer need to rely on word-of-mouth. Documented processes are in place and ready to follow.
- **More Engagement** – “It’s helping people think more about what they’re doing and how it affects others,” Sofie said.

## Unexpected wins

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- **Value Streams Made Simple** – High-level mapping gave teams clarity without needing detail upfront.
- **Responsive Support** – “I ask a question and usually get a reply the same day. That makes a big difference.”
- **Ongoing Improvements** – “You’re constantly working on the system and listening to feedback. That’s really appreciated.”

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I’ve been asking for this since 2021. It’s logical to use and helps bring structure where there wasn’t any.

- Sofie Tchernegovski, Power Equipment

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## Contact us

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sales@processpro.com  
+64 9479 7657  
www.processpro.com