



Education

Enhancing visibility, transparency, and organisation-wide process engagement through an intuitive and affordable process mapping platform.

About

The University of Otago is New Zealand's oldest university and one of its most research-intensive institutions, operating across multiple campuses nationwide. As a publicly funded tertiary institution, it delivers teaching, learning and research at scale while navigating strict regulatory requirements, large administrative teams and complex, cross-departmental processes.

The challenge

Otago already had more than 700 processes documented in various states, but rising software costs, limited licences, and declining customer service made their previous tool increasingly difficult to justify. Although the platform offered new functionality, it wasn't functionality the university needed or was in a position to benefit from. As a publicly funded organisation operating in a fiscally constrained environment, affordability and practicality became pressing concerns.

The solution

By implementing ProcessPro, the University of Otago:

- ◆ Created a central Process Directory to give staff clear visibility of where processes sit across the organisation.
- ◆ Made processes easier to update, navigate and maintain across teams.
- ◆ Rolled out organisation-wide access, removing previous licence limitations.
- ◆ Improved onboarding by giving new staff quick insight into how things work and who is involved.

Why us?

ProcessPro offered an affordable, intuitive platform that focused on the fundamentals. Assigning owners and experts to roles (not individuals) made it easier to manage staff changes, the single-tab view improved usability, and unlimited licences removed previous adoption barriers.

Key results

- ◆ **Improved visibility and clarity** – Staff now understand how their processes fit into the wider organisational context, making ownership easier and strengthening alignment across teams.
- ◆ **Stronger onboarding experience** – New staff can quickly see how things work, identify the processes relevant to their roles, and understand who else is involved.
- ◆ **Greater staff empowerment** – Staff who previously lacked access now feel more involved in documenting and refining their processes.
- ◆ **Foundation for continuous improvement** – With processes mapped, Otago is now positioned to identify duplication, inconsistencies, and bottlenecks.

Unexpected wins

- ◆ **Business Continuity tagging** – The team has begun using this feature to identify business-critical processes and maintain offline copies for emergencies.
- ◆ **Potential for Managed Documents** – Otago sees significant long-term value in using managed documents to support governance and version control as adoption grows.

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ProcessPro gives us a head start on every project we tackle, no matter how big. Having our processes mapped is a huge advantage in understanding the current state and being able to quickly identify where pain points and opportunities lie in the process and work across multiple teams and functions, helping break down silos.

-Manager of Process Improvement

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Contact us



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