



Twining brews internal and external productivity with **Nintex K2 Cloud**

Low-code solution puts app development in hands of business users, speeding agility.

Organization

Twining's

Website

www.Twinings.co.uk

Industry

Consumer products manufacturing

Country

United Kingdom

Business situation

As Twinings' global business continues to grow, the company needed a master data governance system and supplier portal to support it.

Solution

Twining's is leveraging Nintex K2 to create a master data governance system and to create a supplier portal that speeds interactions between its buyers and external suppliers.

Benefits

Speeds app development by 30%

Puts solution in the hands of business users, increasing agility

Boosts accuracy of data in the ERP System

Enables greater visibility into the supply chain, reducing risk

A great fit for Twinings

At Twinings, they still buy, brew, and sell tea with the same care that Thomas Twining took when he opened his business in the heart of London in 1706, beginning a love affair between the British public and the beverage that's lasted more than 300 years.

In other respects, Thomas Twining might not recognize the business that bears his name. Master Data Governance, for example, wasn't "a thing" in the eighteenth century. Today, it's essential to running and growing a business with global reach, hundreds of suppliers, thousands of tea batches brewed annually – which include material master records that support bills of materials.

Twinings used a traditional IT system for Master Data Governance and found it increasingly out of step with the company's burgeoning needs. The system was time consuming and fragmented, with an overreliance on emails and spreadsheets that made it difficult to sustain a single version of truth, let alone conduct audits.

The company wanted to overcome these limitations—and more. It wanted to both streamline and expand its solution with automated workflow, digital forms, and integration into its SAP ERP software. It wanted a low-cost and low-code solution that Twinings business users could easily use on their own, giving them more agility than they could get from software that had to be managed via IT staff.

After an exhaustive, 18-month RFP process, Twinings chose Nintex K2 Cloud.

"Nintex K2 Cloud is a great fit for our organization," says Richard Noyes, Master Data Governance Lead – Global ERP Implementation at Twinings. "It delivers the rapid application development we need, in a low-code environment that the business manages primarily, with support from IT. And the licensing framework works well for us too, making this a cost-effective choice."

A low-code blend

Before records are created or modified in SAP, the Nintex K2 Cloud workflow uses business and technical embedded rules to ensure the data is consistent and accurate.

“We use Nintex K2 Cloud to make it really difficult for users to input wrong data,” says Noyes. He cites the example of setting up a production process for a new product. Nintex K2 Cloud extracts data from SAP and uses it to populate the drop-down fields from which users select their production specifics. Because they’re using verified data rather than entering data via keystrokes, they can’t input inaccurate information that must later be corrected. “That’s a big win for us,” he adds.

The Master Data Governance suite at Twinings includes 20 applications. To develop them, the company sought both outside help and a clear path for knowledge transfer. Twinings contracted with Nintex Professional Services to build the first two applications. Noyes and a colleague observed and participated in this process, then worked together with the professional services team to jointly build the next two applications. With that experience under their collective belt, they developed the remaining 16 applications themselves.

“I’m not a coder or developer,” says Noyes, “but it’s a testament to Nintex K2 Cloud that the two of us could build what we needed on a schedule that was quite fast. It’s great on reusability of common components, and that made the dev cycle much faster. With other tools, we’d have needed to come up with workarounds for things that Nintex K2 Cloud just did right out of the box.”

Noyes pegs that faster development time at 30%, compared to similar application development at Twinings prior to the solution. That’s a continuing agility benefit that Twinings gains as it expands its use of the software.

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Reducing risk from supply chain

After achieving success with the Master Data Governance solution, Noyes and his colleagues used Nintex K2 Cloud to replace an offline mix of emails and spreadsheets that was slow to onboard vendors, impeded communication between suppliers and Twinings buying staff, and didn't provide that staff with visibility into supply-chain status.

Their result was a Supplier Portal that provides an online, real-time way for suppliers and Twinings buyers to share information about purchase orders, shipment status, quality checks and more. The company's buyers continue to place their orders in SAP, but now that information surfaces in the Portal, where suppliers can more quickly access and respond to them via Nintex K2 SmartForms.

Those forms also require suppliers to provide valid data via drop-down fields and preset tolerances—for example, for shipment

volumes and costs—that weren't possible with spreadsheets. Suppliers also use the Portal to identify the tea estates from which they source their raw product, making the entire supply chain verifiable and traceable, and helping Twinings to ensure that it buys only from acceptable sources. The solution also manages the process of requesting and receiving tea samples from suppliers and alerting those suppliers as to whether the samples are acceptable or need to be sourced again.

"Opening SAP data to our external suppliers anywhere in the world in a secure way is a huge win, and we use K2 Software to make it possible," says Noyes. "Our buyers, testers and other internal users get faster, more accurate and comprehensive visibility into the supply chain. They're not left in the dark, so they can respond successfully when we experience supply chain delays or disruptions."

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Plotting the digital roadmap

Twinings plans to expand its use of Nintex K2 Cloud to the non-tea side of its business, which manufactures the popular drink Ovaltine, and to gain economies of scale by managing data governance with common suppliers through a single Portal and master data governance model.

“Nintex K2 Cloud is an important part of our digital roadmap,” says Noyes. “It reduces risk and enables us to focus on adding value to our products.”

And that’s something Thomas Twining would certainly appreciate.

About Nintex

Nintex is the global standard for process intelligence and automation. Today more than 10,000 public and private sector organizations across 90 countries turn to the Nintex Process Platform to accelerate progress on their digital transformation journeys by quickly and easily managing, automating and optimizing 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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