



CASE STUDY

Intellera Serves CKF a Helping of Workflow Automation

For many businesses, automation has become a way to stand out from the competition. CKF Inc. started using WorkflowGen in 2008 to automate their business processes. In the years since, other technology, including open-source software, had been used to digitize and automate its systems. However, as time passed, the company found that open-source software simply could not achieve what was required. It was time to revisit WorkflowGen and discover its latest capabilities.

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Jayson Tibert,
Information Services Manager

The customer

CKF Inc. is a manufacturer headquartered in Nova Scotia with **four** other locations across Canada. The company manufactures food service, disposable tableware and food packaging products, including items such as egg cartons, disposable plates and containers. They also produce custom packaging for their clientele. CKF focuses on sustainability, safety and forward-thinking. The use of technology to automate processes was a natural fit and aligned with these values.

4 other locations across Canada

The challenge

CKF's technology team was well acquainted with new technologies. "We are fortunate enough to have developers in-house that are highly skilled. Our developers had been able to use open-source software to automate many of the company's workflows but became limited when the logic could not be configured," explained Jayson Tibert, Information Services Manager at CKF. "We didn't have any support and the open-source product was beginning to fail," he added. After meeting the Intellera team at a conference and rekindling the relationship, the decision was made to update to the latest version of WorkflowGen to tackle some of the more complex workflow processes within the CKF organization.

The solution

The Intellera team stepped in to provide guidance and support during the transition. They made sure that the CKF team received comprehensive training on the newest version of WorkflowGen. Intellera's goal is to empower clients so they can become proficient in the use of the software. Despite how easy WorkflowGen is to configure and the fact that CKF had skilled developers, Intellera wanted to make sure their client would be independent. "We had a really good experience with Intellera. They are very affordable and the pricing model for WorkflowGen really fits our needs as well. We can create an unlimited number of workflows for the subscription fees we pay," Jayson said.

The team at CKF started by digitizing their travel approval process. "What we loved with the new WorkflowGen product was its ability to put data in an email so our executives could see it quickly on their mobile device and give their approval quickly." After the travel process, the team moved forward with other processes.

The new product process at CKF was the most recent process to be tackled. It represented a complex and extremely important part of the company's business with multiple users involved.



CKF processes many new product requests per year. A great deal of time is spent reviewing and analysing these requests, with only a small percentage of them actually being approved.

CKF knew that automating this workflow would allow the company to be agile and make informed decisions quickly.

The results

Using WorkflowGen, the new product process was automated and configured to CKF's requirements. The old manual process that was done on a spreadsheet and prone to error was now a part of the past. "We knew it was not sustainable to continue trying to handle this many new product requests without WorkflowGen. We like the fact that we can add timers to the workflow and decide when items expire or are archived.

For us, the recipe for success includes a good logical designer, a business analyst who

understands the business and the foundation of it all is a good, solid workflow program like WorkflowGen.

"Our automated workflows allow us to make the right decisions quickly and our customers appreciate that agility," said Jayson. "We're so pleased to return to WorkflowGen and very confident knowing that Intellera is always there to help should we need it. Companies who may not have skilled in-house developers can rest assured that Intellera is there to help them" he added.

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