



Customer Story



How a residential construction company achieved complete process visibility and real-time progress tracking across their business.

Expanding their construction business to service thousands of happy homeowners. Golden Homes utilize Flowingly to manage processes through their entire business, from HR and Finance through to Sales and Operations.

We spoke to Saint Whatuira, General Manager of Golden Homes Bay of Plenty, to discover how Flowingly helped them achieve a 360-degree view over their processes and identify opportunities for improvement.

In this article, we explore how a residential construction company used Flowingly's process mapping and workflow automation modules to:

- **Manage processes and workflows that span their whole company**
- **Understand where workflows are sitting in real-time**
- **Achieve consistent outputs**
- **Identify opportunities for process improvement**

The Company

For more than 20 years, Golden Homes have worked with New Zealand families to build new homes. With thousands of very happy homeowners behind them – and thousands more in front of them – digital process automation has been vital to modernize and scale their business.



The Challenge

Based in the fast-growing city of Tauranga, they had expanded to the point where it became critical to document, map and improve their business processes.

“Through our business every role can become complicated and overlapping. I needed a tool that would bring more clarity and visibility that clearly outlines each other’s responsibility.” said Saint.

Along with having visibility across the wider company, Saint was also looking for a solution that would help Golden Homes onboard new staff members. With the speed the company was growing, they needed to find a way to standardize their onboarding approach and also give new staff the information they required in a single, accessible location.



*“When it comes to new staff, we now have the ability to provide **better training** with a system that gives a **clear direction** in what is expected of that role.”*

Saint Whatuira, General Manager of Golden Homes (BOP)

The Solution

After evaluating many different solutions, Flowingly was chosen for its value, visibility and ease of use. Straight away Golden Homes were able to design, model and publish multiple business processes across their company using the visual drag-and-drop modeler.

After mapping their core processes, they were then in a position to transform them into automated workflows with the click of a button.

By automating their workflows, Saint was able to gain complete visibility over all in-progress construction projects within days. Individual workflows were established for new builds, variations, maintenance and hazard management within Flowingly. Not only did this provide staff with a clear map and documentation defining what was required at each step of the process, but also insight into how each project was progressing in real-time.

With their core construction activity running in Flowingly, Golden Homes then worked internally to define and publish key processes across their Sales, Human Resources, Finance and IT departments. With a large number of employees, sub-contractors and office staff all contributing to a project, consistency across the entire business is vital to delivering that project on time and budget.

The Results

As a result of these improvements, Golden Homes Bay of Plenty have achieved the following:

- **Process ownership has increased. Staff know who is responsible at every step of the process.**
- **Visibility has increased across the organization, with clarity on both process structure and real-time progress.**
- **The end-result is becoming more predictable and consistent.**
- **They have been able to identify issues within their processes and work towards remedying them.**

*“These guys (Flowingly) are **continuing to improve** and take on any feedback that we have to help us all.”*

said Saint

Many things can change during the many months of a home build. With Flowingly in place, Golden Homes is able to identify trends across projects and make improvements to the process in real-time. With an improved second version of their project delivery process already live, Golden Homes is making things easier for their staff and also most importantly, the excited new homeowners.

goldenhomes.co.nz

Find out if Flowingly could work for you

We are grateful to Saint for giving us an insight into his experience with Flowingly. We hope you found it helpful!

Flowingly could become a key part of your process journey. Map and document your processes in a centralized system, then turn these processes into automated workflows with the click of a button. Flowingly doesn't just give you an insight into how a process SHOULD run, but how it DOES run. This is the reason that Flowingly is fast-becoming the process platform that agile teams love to use.

Take the next step in building clear, efficient processes and removing manual tasks with Flowingly.

[Click here](#) to book a call with one of our team.

Flowingly is the process and workflow platform trusted by 100,000+ users across both the public and private sectors.

To see how Flowingly could help your organization, book your demo now.

