



How automating a single process created major transformational change for one of Australia's leading dairy organisations

150 employees

Vic, Australia

Food Production

In this customer story, we explore how Flowingly was used to:

- Reduce the reliance on email-based process
- Automatically create an accessible audit trail of CapEx requests
- Ensure processes were documented, not just stored in people's heads
- Improve employee experiences across multiple departments

THE ORGANIZATION

Kyvalley Dairy Group is one of Australia's largest family-owned dairy businesses, known for supplying innovative fresh milk products to the APAC region from feed to final product.

We spoke to Matt Tanios, GM for Finance at Kyvalley, who was happy to share how with Flowingly their team has transformed their CapEx process, turning their manual, spreadsheet-heavy CapEx process into a streamlined, auditable digital experience.

THE CHALLENGE

When Kyvalley first approached us about workflow automation, their most frustrating organizational process issue was their CapEx process.

"When they said, what can we improve on? I think everyone just looked at each other and said, CapEx, start with that. It's a big job, but I figured that's the one where we could see the pay off immediately," said Matt.

Since the process was across a few different departments, the main challenge was the lack of alignment and awareness of the process from start to finish.

When you go into Flowingly, you see five CapEx requests in progress and you just look at them and you see exactly which step each one's at.

Matt Tanios
GM of Finance



BEFORE FLOWINGLY

The team at Kyvalley Dairy were struggling with visibility across their processes, especially their larger, cross-department processes like CapEx. Approvals were stuck in email threads and unnecessary emails were being sent with no clarity over where the process was at. This led to uncertainty around whether a request was approved or being disputed and whether they were needed to action anything.

AFTER FLOWINGLY

Kyvalley's GM of Finance, Matt, took the reins when it came to automating their new CapEx process. In a short period of time, he went from mapping out the process to automating it himself without a team of developers. This has streamlined and improved on the original CapEx process significantly, ensuring all projects have an audit trail that shows the correct approvals have taken place.

The team have even said that just having their CapEx process automated in Flowingly has already validated their investment, with future automations being an added bonus.

Another issue was the large volume of emails circulating across the business, with processes often being bogged down in email threads and people being missed or added late into email chains.

"When two people are disputing a CapEx and you've got another 12 people in an email thread. What do I do? Do I approve? Do I wait?"

The executive team wanted Flowingly to be set up with the goal of streamlining and automating as many processes as possible, with the aim of fixing the least-effective procedures first before focusing on other areas of improvement.

That's why they started with CapEx, the least effective process with the highest impact.

"It's the only one that had operations annoyed by us constantly going back to them. It also annoyed IT too when we had to get urgent PCs and laptops set up and they didn't know who to go to or what forms to fill out."



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THE SOLUTION

Flowingly was chosen by Kyvalley because it allowed their finance team to automate the CapEx process themselves without any IT or development assistance.

It was their GM Finance himself, Matt, who was the one jumping into Flowingly and building it out.

As one of the people dealing with CapEx processes every day, he was the perfect person to help build out and identify opportunities for improvement.

The other benefit of the platform that resonated with the team was the ability to see where a process was at, at any time.

Gaining visibility over processes was hugely beneficial to the Kyvalley team and helped them further identify process bottlenecks they might not have known existed.

It's also been hugely beneficial to the executive team in proving the need for workflow automation and the inefficiencies of current processes.

The team will build out the process as it currently is and identify key areas for improvement and optimization.

"The good thing about doing it on Flowingly is it will show our managers and our executives how good or bad the process currently is, so that if they do have any negative feedback on the flow, we can say, well that's currently how the process is because it's very hard to see a flaw in a process if you don't have it mapped out," said Matt.

Another key feature the Kyvalley team utilize are online approvals. Previously every CapEx request needed a manual signature for sign-off.

"That wasn't really any safer because you would just get someone asking you to manually attach their signature."

Now instead of a manual signature, the team take online approvals as their signature, making the process more modern and more efficient than ever before.

THE RESULTS

The Kyvalley team have said that the CapEx process has already validated the investment in Flowingly.

"CapEx has already made Flowingly worthwhile for us. Any other processes are an added bonus."

Their new CapEx process has streamlined and improved on the original process. It has also helped ensure all projects have an audit trail which demonstrates the correct approvals have taken place.

Instead of a bunch of paperwork sitting around waiting to be approved, the different relevant departments just get updates in Flowingly emails.

"For me getting automated emails from Flowingly isn't nearly as bad as getting them from individuals. With individual emails we've got to reply or follow up but with Flowingly it just lets you know where the process is at."

The visibility improvements have been instrumental for the Kyvalley team, ensuring processes are approved on time. It also means they have an auditable log of the status of every process historically, allowing them to clearly identify potential delays at a glance.

"When you go into Flowingly, you see five CapEx requests in progress and you just look at them and you see exactly which step each one's at and you can straight away go 'all right these four with the accountant, that's fine. He's told me he's working on them. That one's with approval. He hasn't approved it in three days, what's going on' and you can follow up."

CapEx is only the beginning too. Next up for the Kyvalley team is the automation of their New Product Development process, followed by their onboarding and offboarding processes.