

Connexxion - From Process Management to Planning & Control and Risk Management



Customer Case Study

connexxion

The Customer - Connexxion

Connexxion is one of the ten largest public transportation companies in Europe. The company employs more than 14,000 people with an annual revenue of over 1 billion Euros in 2007. It is organised in various divisions which all focus on different means of transportation, and one particular division is even focused on servicing all the vehicles it owns. Connexxion operates buses, taxis, trains, trolleys, trams, ambulances and ferries. It has some 4,000 buses and a similar number of taxis. In the year 2007, Connexxion was privatised.

The Challenge - An Integrated Management System

In 2001 Connexxion consisted of numerous small independent companies. Each individual company was using different processes, which clearly needed to be unified. This integration would give the company the opportunity to use best practices and create economies of scale throughout the organization. In 2002 Connexxion unified all its processes in different portals for each subdivision.

In 2006 Connexxion recognized the need to comply with the requirements of numerous certification institutions, organizations and laws. Connexxion also wanted to integrate all internal control measures into one management system. In addition, Connexxion was already certified for ISO 14001 and wanted to reach certification for ISO 9001.

Connexxion also faced several new challenges; meeting the requirements of licenses needed to commence a new train service, attempting to comply with Cobit standards and in The Netherlands fulfil the requirements of the new public transport chip card. A new integrated GRC management system helped to meet all these requirements.

Harry Wijers, Manager Process Management & Information Analysis was project manager of the huge task to develop the integrated management system. "All processes related to planning & control, quality, risk management, environment and certifications, needed to be integrated. We had to move from six different portals to one". He continues: "In May of 2007 the portal went live and we now have one integrated GRC management system based on BWise. In December 2007 Connexxion was certified for ISO 9001."





The Solution – Issues and Tasks

Connexion chose to use BWise because it is a complete solution. It allowed uniformity and standardization in business processes and management of information. BWise Issues and Tasks are translated by Connexion into their 'Reporting and Measures' and it provides Connexion with one central action list. It was one of the steps to make BWise more than simply a central database of processes. Connexion is now working together with BWise to include all their digital forms in the system. Another BWise module, which focuses on convergence, ensured that all certifications can be dealt with via one database. Connexion also was truly seeking a fully integrated solution for Governance, Risk and Compliance Convergence. To obtain such an integrated solution, BWise Process Management was used to combine these processes.

The next step for Connexion was to focus on the training of staff. The company hoped employees would use BWise more frequently than former methods, this led to more efficiency at the company.

Another important addition was the inclusion of strategic risks in the BWise system and how it provided the standardized system needed to integrate with the planning and control cycle. Harry Wijers adds: "We continue to look at ways to make the system even more user-friendly and we also want to extend the search function within BWise."

The Benefits – Centralization and structure of the organization

"On top of the obvious benefits we get through BWise, we also had the advantage that we could implement BWise bottom-up. We do not have to comply with SOx, so the speed of the process is mainly internally driven", says Harry Wijers. There are three key areas in which BWise has benefits for Connexion:

- The efficiency has improved tremendously due to the central overview of all issues in all processes that BWise provides. It helps to achieve operational excellence.
- The compliance of Connexion to essential regulations, accounting standards and requirements.
- Process and application development is made easier through better understanding of all connections between processes and applications.

Harry Wijers: "On top of all the technical benefits we are also able to streamline our operation with the implementation of BWise. This process gives us the structure to force our organization to focus and we are now able to report much quicker and simpler."

About BWise

BWise is the global leader in Governance, Risk and Compliance (GRC) management software, with a strong heritage in business process management. Established in 1994, BWise delivers proven solutions to help organizations become "in control" by increasing corporate accountability; strengthening financial, strategic and operational efficiencies; and maximizing performance and ROI.

With more than 300,000 users in more than 80 countries worldwide in virtually all markets, BWise has developed a strong and sustainable presence in the GRC sector. Utilizing templates and a best-practice implementation approach, BWise enables stakeholders to measure and manage risks and to comply with rules and legislation throughout their organization. Our customers are managing multiple risk-related and compliance initiatives such as Sarbanes-Oxley, Solvency II, Basel II, MiFID, PCI, GLBA, and others. BWise has offices in the Netherlands, United States, United Kingdom, Germany and India. For more information, visit www.bwise.com.

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