NEMOURS TURNS TO APPWRIGHT FOR ITS DAILY BPM NEEDS

Clare Charnley is no stranger to business process management (BPM) software, having worked as a traffic manager in advertising agencies for more than 10 years. When Clare assumed her position as a marketing and communication manager at Nemours Children's Health System, a nonprofit dedicated to improving the health of children, the organization was using another BPM software. Again, the program just wasn't up to the task. She spent more time trying to get the platform to do what she wanted than actually scheduling and managing the projects for her actual job.

"It just didn't make sense for us to use something that didn't fit our needs," Clare shared about her previous BPM experiences.

SEARCHING FOR A BETTER OPTION

Clare's job involves traffic management for what she describes as an internal creative advertising agency for the nonprofit. In her line of work, Clare schedules all of the creative resources as well as managing her own projects. After all, Nemours is responsible for caring for over 350 ,000 kids every year. It takes a lot of communication and planning to make it all come together.

Clare and her associates at Nemours needed a business process management solution that could keep up with their busy workflow. They soon turned to AppWright JobCenter for their BPM needs.

"There was no difficulty with switching to AppWright. It was easy for people to understand and use. It was essentially seamless," Clare noted.

AppWright soon became so important to Clare's workday that when Nemours briefly transitioned away from AppWright at one point to accommodate the needs of their web team, they returned to the software within two months. It had become integral to their daily workflow and streamlined

everything to the point that it improved internal communication and the ways the work got done. It gave the creative marketing team at Nemours a unified method for task completion, effectively making the business more efficient and organized.

In her role, Clare works in the program every day, all day. She and her team especially love how customizable AppWright is. The program allows them to tailor any report to their needs. The program also allows them to track any project without issue with only a few minor adjustments.

In addition to allowing Nemours to use the program in a way that best benefits them, the AppWright team has made integration and use easier than ever. If Clare has questions or needs assistance with the software in any way, the AppWright team is incredibly responsive and prepared to help.

"Within five to ten minutes, whatever I need has been resolved. Their customer service is outstanding," Clare said about AppWright.

In the end, Clare and her co-workers at Nemours have come to trust AppWright with large parts of their daily business processes.

"We are big fans of AppWright!" Clare concluded.

AppWright