



Australian Cricket hits a winning score in its drive for business efficiency using workflow automation

“Frewo has delivered automation and changed the way we operate. The tool has rich functionality, good workflow and reporting, and integration capabilities. We have only been using it for 3 months, but it has already saved us weeks of work and sped up processes.”

– Rocco Bagnato, National Manager – Financial Systems, Cricket Australia





Cricket Australia is the national governing body for the game in Australia. Their vision is for cricket to be Australia's favourite sport, and a sport for all Australians. Cricket Australia, along with state and territory associations, oversee professional and amateur cricket including operation of national representatives, organising tours and running over 3,500 clubs throughout the country.

Challenge

Australian Cricket, which is represented by Cricket Australia and the six state and two territory associations, collectively employ over 1000 staff who use many forms to facilitate business processes.

They were using a forms tool that was costly, outdated and not working well.

Forms were very basic and clunky with no integration to systems. It involved a very manual and long process of filling in forms, entering data, getting approval, and going back and forth to ensure data was available, valid and approved. The system was also expensive to maintain.

Australian Cricket wanted to decommission the old tool and bring in a new solution to automate certain business processes. It needed to have:

- Rich functionality including authoring and validation features
- Workflow management to enable smooth processes
- Ability to integrate with their finance systems
- Reporting abilities

Solution

Cricket Australia shortlisted [Frevvo, a business process management tool](#).

The key reasons for choosing Frevvo was its rich functionality, a subscription-based licensing model that provided good value for money, and Frevvo's continual commitment to product development.

After identifying the requirements, QMetrix built 6 key forms. The forms integrate with Australian Cricket's ERP tool, Dynamics AX, as well as their Master Data Management application, Profisee.

Validations, workflows and automated processes

One key form built in Frevvo is the New Supplier Request Form. In the old form, a person would fill in a few details then submit it. The accounts team member would follow up and validate data such as a missing ABN code or wrong address.

It would take a long time before the new supplier could actually be created. The accounts person would then manually enter the data into the AX system.

With the new form in Frevvo, requestors can first check if there is a pre-existing supplier; this simplifies the process and removes the possibility of duplicates.

The requestor then fills in the form which includes validations to ensure all critical information needed for the AX system is filled in. As data is pulled from source systems, it is not possible to enter an incorrect code, because requestors select from pre-existing lists.

Once the data is submitted, it goes through the workflow, then to the AX system. This process completely removes manual intervention from the accounts department end.

Saving effort and time

Australian Cricket also built a Customer Invoice Form in Frevvo. Previously when an invoice was received, a finance team member would first have to manually create the customer followed by the invoice. This process could take up to 15 minutes per invoice.

Now, since everything is integrated with their finance systems, this process is fully automated.

As an example, Australian Cricket may need to raise up to 1000 invoices in a month for its clubs and associations alone. This translates to a saving of almost 1 full time equivalent (FTE) resource.

Other features and benefits

There have been several other benefits across the different forms and workflows, which have now been placed on Australian Cricket's intranet for easy accessibility.

Staff have found the forms more user-friendly and easier to fill in due to the intuitive and better-looking interface. This is through simple yet useful features such as highlighting mandatory fields, having multiple tabs for each form, and hovering over a field to view notes.



Australian Cricket's solution

frevvo

**Workflow management
and forms**

[Learn more](#)



A typical form used to take an average of 4 days to turn around, subject to approvals. With Frevvo, that time has now been at least halved. Sometimes the whole process is completed within the same day.

Frevvo also allows delegation and forwarding functions. Australian Cricket uses these when someone who provides approval is on leave or an approval needs to be forwarded on.

Instead of having separate forms across each state association, forms have now been consolidated into one global form used across Australian Cricket.

There have also been benefits from an auditing and risk mitigation standpoint. As an example, the Credit Card Limit Change Request Form keeps a clear workflow record of who submitted it, why a limit has been increased or decreased, and who it has been approved by.

Working with Frevvo and QMetrix

Rocco Bagnato, National Manager – Financial Systems says, “Frevvo has changed the way we operate. They have been very responsive to our requests for additional functionality and we have great 3-way engagement between us, Frevvo and QMetrix. We look forward to undertaking further automation initiatives in the future”.

Dhakshi Gurunada, Finance Systems Analyst at Cricket Australia says, “QMetrix provides an excellent level of support. I can directly talk to their consultants and don't have to wait long to get something resolved. It is really enjoyable working with them.

The Frevvo tool is user friendly, looks good, and has saved our team so much time”.

Impact

For Australian Cricket

Automated business process and workflow management leading to upgraded business efficiency

Seamless integration with business systems, allowing validation capabilities, removing manual processes and delivering significant time savings

Turnaround for processes halved, from 4 days to just 1 or 2 days

Ability to track and analyse workflows for optimisation and audit reasons

Frevvo has been widely adopted by the team of about 1000 staff who now find it far easier to put through and process requests

We have a strong relationship with QMetrix and it makes good business sense to partner with them. They are open, willing, go out of the way to help clients achieve their goals, and have strong vendor management. They are truly partners.

QMetrix's work on Frevvo has changed the way we operate and we look forward to continuing this impactful work."

– Rocco Bagnato, National Manager – Financial Systems, Cricket Australia



QMetrix

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We work together with clients to achieve the right outcome for their unique business, providing end-to-end solutions from analysis to design and delivery. We serve clients across Australia and South East Asia.

Learn about QMetrix's workflow management and forms solutions →

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