ONGC.

How Certified Mowing Reduced their Governmental Data Entry by 50%

About

Certified Mowing specialises in landscaping and vegetation management services in South East Queensland. The company was first established in 1994 to service domestic clients, and has evolved to be one of the most trusted providers for government clients.

They now service hundreds of council parklands and nature strips each month on behalf of a large municipal council, and they are fully capable for this task. However, one vital part of their process was taking too much time.

The Setback: A Time-Consuming Process

Certified Mowing are experts on the field, but the reporting compliance required by their government clients proved to be a challenge.

Each completed project had to be documented on the council's online portal; this task was not particularly difficult in itself but it required manual inputs to upload the information into the portal.

However, this process was taking them a total of eight hours every week, and Certified Mowing knew it could be done a lot faster. Unfortunately, there was no batching capability to enter multiple parks into the system. The team had to do it one job at a time.

When ONGC was referred to assist, the IT specialist claimed ownership of the goal: to help Certified Mowing drastically cut the time to enter their data.

The Solution: Automated Workflows

ONGC first held a discovery session with Certified Mowing. They collaborated to gain a comprehensive understanding of their business, goals, strategy, and operational processes. The goal was clear: how to expedite the data entry repetition without sacrificing accuracy.

No need for a user to sit at a computer entering each piece of data, freeing up to 7 hours per week.
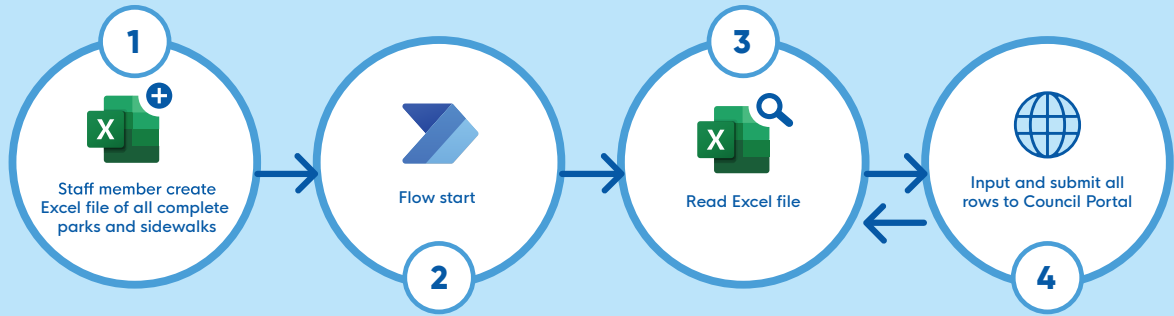
ONGC's team proceeded to brainstorm solutions. After thorough discussions, the automation and development team presented back a solution: Utilise Power Automate Desktop to automate entering completed jobs from the Excel spreadsheet into the council's web portal.

Power Automate Desktop is a powerful tool that enables Robotic Process Automation (RPA) within the Microsoft Power Platform. Power Automate mimics human actions (mouse movements and keyboard entries) just like an apprentice would learn from a mentor: it first records your moves by "watching" you work. It observes every click and every keyboard tap, then it simply replays your moves.

To ensure that such a solution would work, ONGC's professional approach required them to have a proof of concept. They tested it and saw how RPA bots went to work, copying and pasting with mechanical precision, seamlessly transcribing records into the online portal. They then prepared to execute the solution full-scale.

BENEFITS

- Cost savings
- Increased customer satisfaction
- Future-proofing
- Competitive advantage

1 Staff member create Excel file of all complete parks and sidewalks

2 Flow start

3 Read Excel file

4 Input and submit all rows to Council Portal

The Success: Worktime Whittled Down, Plus More

After implementing the automation project, Certified Mowing saw how information of all completed jobs could be processed together at the end of the day directly from the spreadsheet. Data no longer needed to be manually entered into the online portal.

The custom ONGC solution had these immediate impacts:

- **EFFICIENCY:** The time to input information to the portal was halved.

- **ACCURACY:** There was an increase in the accuracy of the data that went into the portal as human error was eliminated.

- **PROMPTNESS:** There was also an improvement in the on-time delivery of the reports.

- **STREAMLINING:** It reduced the need to manually input the records, thus freeing time (up to 7 hours per week) and resources for more value-added activities.

> I recommend automation for those manual, repetitive tasks. It will help you become better equipped to excel at what you do, while boosting efficiency and having peace of mind.
>
> **Louise Kennedy**
> BUSINESS MANAGER AT CERTIFIED MOWING

Common additional benefits seen in Business Process Automation are:

- Cost savings

- Improved customer satisfaction

- Enhanced reputation for agility, innovation, and professionalism

- Being future-ready for more technology-driven solutions

- A competitive edge

The Future for a Forward-Looking Business

Certified Mowing is committed to continually enhancing their processes, enabled by technological innovations. Them and the team at ONGC aim to continually fine-tune their workflows, and enhance their digital infrastructure.

Louise Kennedy, Business Manager at Certified Mowing, shares, "As a small business, we were faced with the challenge of meeting the high-volume reporting demands of a large governmental organisation. If you're in the same boat, I recommend automation for those manual, repetitive tasks. It will help you become better equipped to excel at what you do, while boosting efficiency and having peace of mind."

Business Process Automation

ONGC is proud to have provided Certified Mowing with a solution to their pain points, even being described as "intelligent people doing intelligent work." It was the application of technology combined with ONGC's years of experience that saved the day.

To discover more about the possibilities of streamlined workflows, read about our Business Process Automation services. Find out how we can customise for you an end-to-end solution that covers the entire automation lifecycle, from analysis and design to implementation and maintenance.

> Finding an IT partnership that you can trust is imperative. Your business will only continue to thrive and grow if you have stable support systems in place, which is where ONGC Systems can help. Our team will identify your specific needs and create bespoke IT solutions just for you. By maintaining a strong relationship with your business, ONGC Systems can completely manage your IT, enabling you to focus solely on your business and what is important to you.
>
> **Steve Dawson**
> DIRECTOR & CEO AT ONGC

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