



KBR protects employees with **travel management solution**

Company uses Nintex to deliver fully customized safety and emergency information, and gain insight for better risk management.

Organization

KBR

Website

www.kbr.com

Industry

Technology and Government

Country

United States

Business situation

As the world faces greater risks, KBR's paper-based system for recording and approving travel requests couldn't optimize safety and insights into employee travel.

Solution

KBR uses Nintex to enable a Travel Management Plan that delivers customized safety information to employees and feeds Power BI analysis tools that help guide company policy and action.

Benefits

Boosts compliance with travel documentation requirements to 99%

Boosts compliance with travel booking requirements to 90%

Enables KBR and its contractors to respond faster and more fully when traveling employees need help

Facing the greatest risk of all

You can tell a lot about a company not by what it says, but by what it does. While many companies say that people are their greatest asset, KBR demonstrates its concern for employees with applications that mitigate the risks they face.

For KBR employees, one of the greatest risks is travel. Not just getting to remote destinations but facing potentially hazardous situations once they get there.

Not all countries are high-risk, of course, but the ones that are may expose travelers to kidnapping, civil war, weather disasters, and less dramatic but equally threatening events. And personal medical emergencies can happen anywhere. KBR is determined to mitigate these risks to employees as much as possible.

Traditionally, employees were required to complete paper forms that recorded their itineraries before embarking on trips. But only about 70% of travelers completed their forms, which were then filed but not of much continuing use. That made it difficult for KBR to deliver customized guidance to employees, let alone analyze aggregate data on global travel. As risks rose around the world, KBR needed a better solution.

Lower cost, easier use, no custom code

It found that solution in a familiar source: the Nintex Workflow Cloud software it already used. The company has about 600 active workflows. Some are used companywide, others for specific business units or divisions; some enable greater sustainability, manage the routing and approval of engineering documents, support procurement, or facilitate bids in response to RFPs.

“We’ve looked at other workflow and automation tools from time to time,” says Lisle Weber, IT Applications Manager at KBR. “But we found them expensive to license and difficult to use. With no-code/low-code Nintex, we avoid the need to create custom code, so solutions are more reliable and cost-effective. It’s our default tool when people come to us for workflow solutions.”

That made it KBR’s tool of choice for its new Travel Management Plan. In a single submission via Nintex Forms, employees can provide details for multiple destinations

in a single itinerary. Nintex Workflow checks the destinations against a continually updated database of global locations characterized by their risk level and launches an approval workflow for itineraries that include high-risk locales. To accommodate multiple native languages, KBR used Content Types that enable a single form to appear in the native languages of most users as it moves along the approval workflow.

Once managers approve a high-risk itinerary, the Travel Management Plan workflow provides the traveler with a personalized Safety, Health and Security Plan that includes emergency contact information in the various destinations, emergency medical information, and other country-specific details. The Travel Management Plan also ensures that travelers have the correct equipment and training to safely complete their job tasks.

Compliance up, safety up

“The beauty of our Nintex-based Travel Management Plan is that it delivers a 100% customized plan that employees will read and use because it pertains to their specific risks,” says Keith Kluger, Health, Safety, Security, and Environmental Director at KBR. “We know where they are and with whom, so we’re prepared for emergencies. We’re also able to liaise with our emergency response companies around the world so they’re prepared and, for example, can trigger evacuation plans if required.”

Kluger says that 99% of KBR’s Technology BU travelers submit travel requests and participate in the process through the Travel Management Plan, up from 70% who used the former, paper-based system. Also, 90% are now complying with the requirement to book their trips through KBR’s approved agency, a significant increase from before.

“We know where people are traveling and how well our Travel Management Plan is working because of the track-and-trend capabilities in Nintex,” says Kluger.

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— **Keith Kluger**, Health, Safety, Security, and Environmental Director, KBR

Getting back to work



Among the many other challenges that KBR has solved with Nintex is devising a way to manage its employees return to work after the worst of the COVID-19 pandemic. KBR needed a way to track employees with symptoms and verify that employees followed the appropriate protocols. In larger offices, it had to coordinate how and when employees could safely return.

To solve these challenges, KBR created several forms and workflows in Nintex Workflow Cloud, which deliver their track-and-trend data to a Power BI dashboard. Employees use Nintex Forms to acknowledge COVID-19 training and list symptoms, if any. They sign a “Badge Acknowledgement” form that acknowledges they will only badge in to an office when they are symptom free.

Workflow routes the form to the employee’s manager and to HR for approvals. The HR, Real Estate, and Safety departments all access Power BI dashboards to gain insights for their respective responsibilities. For example, Real Estate can ensure it has the proper resources in place to service the number of employees present in each of its offices on any given day.

The number of Nintex-based solutions at KBR continues to grow. “We don’t advertise Nintex,” says Susan Scheungrab, Lead SharePoint Systems Administrator, who creates many of those workflows and forms. “We don’t have to. It just sells itself. When people find out how we save them time and effort and deliver greater business insights by automating processes with Nintex, they come up with more requests to use it.”

About Nintex

Nintex is the global standard for process management and automation. Today more than 10,000 public and private sector organizations across 90 countries turn to the Nintex Platform to accelerate progress on their digital transformation journeys by quickly and easily managing, automating and optimizing business processes. Learn more by visiting www.nintex.com and experience how Nintex and its global partner network are shaping the future of Intelligent Process Automation (IPA).

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