

## Case study

# Nationwide



Nationwide is using Corporate Modeler to support the organisation's drive for improved efficiency. A rich source of process knowledge is being captured to support new business designs, systems development and process improvement initiatives.

## Profile

*As a mutual organisation, Nationwide is owned by and run for its members. It is the UK's fourth largest mortgage lender and second largest savings provider.*

*With assets of over 120 billion and 11 million members, Nationwide is the world's largest building society.*

## Further info

[www.nationwide.co.uk](http://www.nationwide.co.uk)

## Challenge

There has always been an enormous appetite for improvement in Nationwide, but with a differing understanding of processes, no process modelling standards, use of many different tools and little sharing of information, this improvement activity needed much better management.

## Solution

Corporate Modeler has been used to standardise process mapping conventions and capture all process related information in one place. Information on over 400 high-level operational processes can now be made available to a wide audience through Corporate Publisher. Corporate Modeler's simulation modelling capability has been used to validate and demonstrate new business designs in a way that engages project sponsors, builds a business case and improves change management. All this was supported by the development of in-house training and the introduction of a model management governance structure.

## Results

The Corporate Modeler Suite is providing many benefits to Nationwide, not least improving the understanding and communication of its key business processes. The high cost of current-state analysis has been reduced by sharing process information available in Corporate Exchange and it has been a key enabler in process improvement initiatives. Work is now in progress to migrate to the new CM version 10.3 to take advantage of the improved user interface and the SQL based architecture.

## Why Casewise?

The ability to customise Corporate Modeler to meet everyone's requirements has helped enormously in its adoption by the business. This customisation will continue as its use widens in Nationwide.