

Autodesk Deploys Capriza Enterprise-Wide, Empowering Employees and Streamlining Approvals Across Multiple Systems



Industry
Technology

Key Business Applications

Workday, ServiceNow, Ariba, SAP, Concur

Benefits

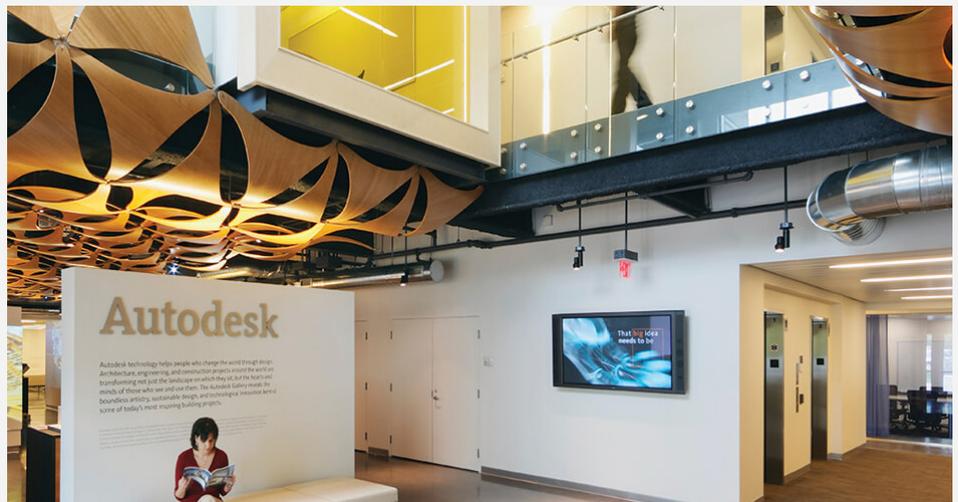
Accelerated decision cycles; user productivity increase; higher employee satisfaction

AUTODESK IS A multinational software company that designs software for a wide range of industries including engineering, manufacturing, construction, architecture, media and entertainment, and more. With more than 9,000 employees in global offices, the company was managing more than 30 different enterprise apps for approvals across various departments and regions.

Adoption rates for these apps had been low, at 20% usage for each of them. The company's IT department identified that **stakeholders were overwhelmed by the sheer number of apps that relied upon approvals.**

Employees also faced numerous approval requests delivered via multiple, complex business systems, which resulted in delays that were negatively impacting productivity and business value.

Email was used as the primary means of communicating approval requests with employees who already received between 200 and 300 emails daily. The fact that every business system had its own unique way of notifying users to respond to requests added greatly to the complexity of the process. It was easy for Autodesk's team to pinpoint why many important approval requests were being missed.



Autodesk leadership recognized that digital transformation was needed to simplify and streamline approvals, and in late 2017, Autodesk leadership decided to revamp its processes. First, the company built its own consolidated approvals solution. Autodesk had several goals: provide employees with a simplified and superior digital experience; eliminate approval backlogs; eradicate opportunities for misdirected and overlooked approval requests; and deploy a solution that could be integrated across all applications and systems.

The Autodesk IT group hired an application development vendor to execute the initiative, yet after six months and a significant investment, quick approvals remained a pain point. The complexities of connecting to every system slowed things down. **It was time to reevaluate.**

The Capriza ApproveSimple Solution

Autodesk wanted to take a huge step forward to address, consolidate and resolve its approval process, and outlined these additional goals:



Employees should be completely mobile, with the means to work from anywhere at anytime



The experience needed to be intuitive and interactive



Apps should interact and transact with each other; a difficult requirement given the multitude of apps involved



The new solution should have high adoption across the company

The decision was made to instead seek out a **purpose-built approvals solution**, and Autodesk reached out to Capriza. The company chose Capriza based on its proven ability to connect seamlessly to the business systems the employees most relied on.

The project went live in only three months by connecting to **ServiceNow, Ariba** and **Concur**, with a connector to **Workday** currently in development. Today, Autodesk is delighted to show an improvement in the speed of decision cycles, an increase in user productivity, and higher employee satisfaction. The company's desired digital transformation has accelerated, and Autodesk's employees are set to benefit from a superior digital and overall approvals experience.



"Autodesk employees want a Netflix-like, consumer-grade experience that is easy and intuitive. Implementing Capriza ApproveSimple helps us realize that goal."

Partha Srinivasan, Director of End User Services, Autodesk

About Capriza

Capriza is the first platform to elegantly extract and beautifully simplify approvals from your company's core applications. We make cumbersome approvals of all types fast and easy, helping to speed decision-making by up to 70%, while dramatically improving the quality of those decisions.

Capriza helps enterprises such as Autodesk, PepsiCo, Harman International and many others reduce costs, remove bottlenecks, save time, improve compliance and increase employee satisfaction.

Contact Us

We'd love to hear from you. Please reach out to us for more information and a demo.

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