FlowForma®
Empowering Process Automation

FLOWSTUDY

Fast-Tracking Digital Success

MORLEY COLLEGE LONDON

How a university transformed operations on campus with FlowForma Process Automation

Morley College London successfully digitized a range of core processes using FlowForma Process Automation, replacing outdated legacy systems with streamlined, intuitive, and efficient operations. This transformation has reduced manual effort, minimized errors, and enabled staff and students to complete tasks faster and more accurately.

The success of these automations has encouraged wider adoption across the college, empowering staff with user-friendly tools and enhancing the overall student experience. By embracing process automation, they have improved efficiency, freed up valuable time, and created a strong foundation for future innovation.

The Challenges
Before adopting FlowForma Process Automation, the organization faced challenges such as:

• Legacy Systems
Many workflows relied on paper-based processes or outdated platforms such as Nintex and InfoPath. These tools were no longer fit for purpose, they offered clunky user interfaces, were difficult to design and maintain, and urgently needed modernization.

• Limited Data Visibility
Tracking requests, approvals, and changes required significant manual effort, reducing responsiveness and limiting insights for decision-making.

• Inefficient Workload
Manual approvals and repeated data entry consumed valuable time, leaving staff with less time for strategic initiatives.

FlowStudy Summary
Processes Automated
• Curriculum Management
• Room Booking
• Student Transfers and Withdrawals
• Pre-Enrolment processing

Pain Points
• Replacing legacy systems, including InfoPath and Nintex
• Manual, repetitive tasks created administrative burden
• More user-friendly processes were required
• Limited visibility into approvals, requests, and reporting
• Data inconsistencies

Benefits
• Administrative time significantly reduced
• Improved data accuracy and visibility
• Form data validation has improved user experience
• Streamlined approvals and back-office processes
• Enhanced experience for both staff and students

Next Steps
• Expand automation to HR processes such as staff onboarding
• Continue optimizing workflows across departments
• Move toward minimal human intervention processes
• Empower teams to manage their own processes, leveraging the platform's ease of use

The Solution

Morley College adopted FlowForma's no-code platform to modernize its operations, replace legacy systems, and empower staff to create and refine workflows without developer dependency. FlowForma proved the right solution for the college, offering a modern, cloud-based platform that is intuitive to use, proven, and easy to integrate with existing systems.

As a college, Morley uses a wide range of tools, with the student record system, UNIT-e, being the most relevant integration to FlowForma. The platform interfaces with UNIT-e via SQL and an API, enabling seamless data flow, automation, and accurate reporting.

Key aspects of the new automation solution included:

✓ **Streamlined Processes:** Automated workflows for curriculum management, room booking, student transfers, course creation, pre-enrolment, staff requests and approvals reduced manual effort and minimized human error.

✓ **Customizable and Complex Workflows:** Users only see fields and steps relevant to their role, improving usability and reducing mistakes. The platform allowed a high level of customization. The ability to apply Morley College's branding across the process library and forms gave the platform a slick, modern look that resonated with users, helping to drive adoption alongside its support for complex workflows.

✓ **Enhanced Reporting & Audit Trails:** Custom views and dashboards provide visibility over process status, approvals, and completion, simplifying compliance and oversight.

✓ **User-Friendly for Both Staff and Designers:** The system is intuitive and easy to learn for both end-users and process designers, enabling complex workflows to be built without extensive training.

✓ **Scalable and Modern Platform:** The college wanted a solution that would scale with future needs, support integration with other systems, and demonstrate the "art of the possible" for workflow automation.

"We needed to move beyond legacy systems like InfoPath and Nintex. With FlowForma, we didn't just replace, we improved. The platform is easier to use, highly customizable, and scales with our college's needs."

— Will Johnson, Head of Information Services, Morley College London

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The Outcomes

By replacing outdated systems with FlowForma Process Automation, Morley College London achieved significant improvements in efficiency, accuracy, and user satisfaction. Processes that were once slow, manual, and fragmented have been streamlined into modern, automated workflows that are easier to manage, adopt, and scale. These results have not only delivered immediate benefits but also laid the foundation for future innovation.

- **Improved Efficiency:** Processes that previously took hours are now completed in minutes, freeing staff for strategic work.
- **Higher Data Accuracy:** Real-time validation and integration reduced errors, improved reporting, and ensured reliable data across departments.
- **Better User Experience:** Staff and students find forms intuitive, reducing frustration and improving adoption.
- **Scalable Automation:** No-code workflows allow Morley College to adapt quickly to change, scale operations, and roll out additional automated processes across departments.
- **Reduced Human Intervention:** Automated approvals and system-to-system updates minimize manual work while maintaining control and compliance.

The Future with FlowForma

Building on this success, Morley College is looking ahead to expand its use of automation even further:

- **Cross-Departmental Focus:** Extend automation beyond core processes to ensure efficiency and consistency across all departments, while consolidating software where possible.
- **HR Automation:** Streamline staff onboarding and HR processes to further reduce administrative overhead.
- **Fully Automated Workflows:** Move toward "press a button"processes that require minimal or no human intervention, reducing wasted time and accelerating completion.
- **User Empowerment:** Shift from acting as a central service team to training departments to build and manage their own forms, encouraging ownership andindependence.
- **KPI Tracking:** Use FlowForma to capture and track KPIs, something that was almost impossible with legacy systems, providing valuable insights into process performance and efficiency.

About FlowForma

FlowForma is a globally recognized leader in no-code digital process automation. Trusted by organizations worldwide, FlowForma empowers business users to quickly digitize and streamline processes in-house.

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Ready to start accelerating your process automation journey with AI-powered automation?

Start your free 7-day demo today!