How Shibumi provides single-source visibility for Entergy

**Goal: Scale Continuous Improvement Program to Create Sustainable Value**

Entergy is a Fortune 500 energy company headquartered in New Orleans, with 3 million customers across Arkansas, Louisiana, Mississippi and Texas. Entergy was looking to replace its existing RPA tracking process and application, which used a combination of spreadsheets and a difficult-to-configure internal application.

Additionally, Entergy was looking to expand the tracking and monitoring more broadly to include not just automation but all continuous improvement opportunities.

**Solution: Use Shibumi to Track Continuous Improvement Opportunities that impact Key Value Levers**

Starting in 2020, Entergy was able to halt development of its internal tracking application and configure Shibumi to track and monitor the opportunity to value process in three distinct areas:

1. Enterprise continuous improvements of varying scope and complexity
2. Automation (encompassing the full project life cycle, from process discovery to understanding how humans and systems interact to writing software)
3. Nuclear specific improvements with the highest level of security and scrutiny

Shibumi provided the platform to enable visibility, customizable configurations and one data source. Business partners are able to leverage use real-time status updates from Shibumi to enhance pipeline opportunity discussions strategically with business leaders.

This was because of the value of having a single source of truth for all stakeholders to refer to. (Engineering, IT and business-side users are all using Shibumi, in addition to the Continuous Improvement group itself.)

Entergy is able to track continuous improvements and automations in one place instead of leveraging multiple spreadsheets and legacy applications.
Results: Centralized platform provides insight on continuous improvement efforts enterprise-wide

Since launching with Shibumi in late 2019, Entergy has run 1,500 initiatives on the platform, including 200+ automations and bots still in service today. With Shibumi, the Entergy team is able to track continuous improvements and automations in one place instead of leveraging multiple spreadsheets and legacy applications.

Shibumi provides enterprise-level insight on the value Entergy is driving through continuous improvement.