

Case study

Newfoundland & Labrador Nurses' Union implements HP Records Manager



Industry

Trade union

Objective

Provide excellent service for all members of the Newfoundland and Labrador Nurses' Union (NLNU) by digitizing all paper documents to enable deduplication, increase efficiency, and streamline processes that follow privacy requirements. Accomplish this objective using a singular, trusted, and integrated technology that allows information to be identified and managed with lower risk and cost, and according to retention and disposition policies.

Approach

Implement a records management solution with secure management capabilities, ensuring privacy, compliance, and the power to access large volumes of information effectively, while meeting organizational/regulatory mandates and managing the full record lifecycle. Provide total integration with a unified technology while consolidating many different silos of information in all its forms, linking legacy systems.

IT matters

- HP Records Manager (formerly HP TRIM)

Business matters

- Flexible member services have improved employee satisfaction
- Seamless integration with technology
- Ability to share information easily
- Increased security
- Reduced paper costs
- Ability to make/view changes instantly
- Create accurate quarterly reports that are available and accessible



“We were unable to meet privacy requirements before implementing HP Records Manager. We have better member services and employee satisfaction has increased. Almost everything is electronic! We’re able to make better business decisions because there is analysis around the information we are storing.”

– Marina Owens, Office Manager , Newfoundland and Labrador Nurses' Union (NLNU)

The Newfoundland and Labrador Nurses' Union (NLNU) wanted to improve the delivery of member services and privacy protection of member information by converting paper documents into electronic data. Prior to selecting a solution, the union identified a number of strengths and weaknesses that pointed to the need to embrace a change in business processes.

In the process of seeking a solution, NLNU first outlined strategy points for choosing a viable alternative:

- Establish a privacy policy
- Review current records management procedures
- Establish performance measurements
- Utilize technology as much as possible
- Hire a Business Manager to implement and manage change

The biggest challenge the union faced was migrating their Access 97 and Access 2000 databases over to one unified platform. The databases had been used to track information, grievances, and call logs for over 5,700 registered nurses dispersed over six different employers, 350 volunteers, and 20 employees. Additional paper files were managed in binders. Because of this kind of infrastructure, the integrity of member information was never guaranteed and there were duplicate entries. Records also lacked consistency, and identifying and locating files was difficult because employees had to work with information in silos due to the lack of trust in the existing systems.



Weighing options

While a number of options were initially considered, none of them were chosen because they did not enable the full conversion and options available with HP Records Manager. One alternative reviewed expected the NLNU to retain their existing Access database for the system to work, which was counterproductive to what they were trying to accomplish. HP Records Manager was overlooked initially due to its cost and assumed large organization demographic. However, after being approached by Patsy Tremblett at Prima who facilitated a review of the HP solution by a sampling of employees, HP Records Manager was approved by the NLNU Board of Directors (BOD) and the choice became a done deal.

With HP Records Manager, the NLNU has the flexibility to share information easily, which allows them to provide better service to their members. "Our employee satisfaction increased when we converted paper information to electronic data, which made all required information available electronically. We are making better business decisions because there is analysis around the information we are storing. And we can meet our information governance and privacy requirements, all while reducing paper. We can also easily create, maintain, and generate quarterly reports for the BOD, and make changes instantly."

HP Autonomy delivers, with quick ROI

HP Records Manager (HPRM) offered the NLNU a scalable, electronic document and records management solution (EDRMS) designed to meet their demands. Using HPRM, the NLNU can benefit from secure management capabilities and the power to access large volumes of information. Organizations around the world rely on HPRM to meet compliance requirements, organizational/regulatory mandates, and manage business records from creation through ultimate disposal. HP Autonomy solutions make it possible for organizations to get simple, uniform access to information across a range of devices. A modern user interface is designed to increase

user adoption and deliver unprecedented levels of information security, integrity, enterprise scalability, and operational efficiency improvement.

About PRIMA, an HP business partner

Prima Information Solutions, Inc. is a leading expert in the field of Records and Information Management across Canada, and a key partner of HP. Prima offers IM consulting services and operates a complete service department that provides support to meet their customer's information technology needs, including creation and expansion of networks, installation, training, and support of hardware and software requirements. They provide customized services which include a complete implementation of HP Records Manager, as well as data migration, training, service, and support throughout the process to achieve a client's overall satisfaction.

About the Newfoundland and Labrador Nurses' Union (NLNU)

The Newfoundland and Labrador Nurses' Union (NLNU) is a membership organization that effectively represents 5,700 members as the official trade union for registered nurses in Newfoundland and Labrador Canada.

About HP Autonomy

HP Autonomy is a global leader in software that processes unstructured human information, including social media, email, video, audio, text, web pages, and more. Using HP Autonomy's information management and analytics technologies, organizations can extract meaning in real time from data in virtually any format or language, including structured data. A range of purpose-built market offerings help organizations drive greater value through information analytics, unified information access, archiving, eDiscovery, enterprise content management, data protection, and marketing optimization.

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