

HP customer case study: Centralized electronic content management streamlines a public agency's operations and improves their responsiveness to citizens.

Industry: Public sector

HP TRIM a winner for Northern Ireland Civil Service

Centralized document repository, automated workflows improve efficiencies



Northern
Ireland Civil
Service

“The track record of TRIM software in other large-scale public sector engagements assured us the technology would provide the best fit for our needs.”

—Mike Beare, Project Manager, EDRMI, Department of Finance and Personnel, Northern Ireland Civil Service

Objective:

Streamline business processes, modernize information management, enhanced information sharing

Approach:

Create a centralized document repository and automate key workflow processes

Business benefits:

- Operational efficiencies
- Easier to deliver information services
- Reduced e-mail retention
- Better housekeeping of paper documentation
- Easier to find documents when needed

The 25,000 civil servants who comprise the Northern Ireland Civil Service (NICS) deliver a number of important services to Ireland's government ministers and citizens. NICS develops economic and social policy and legislation, as well as delivering and supporting key public services in the Province, including health, social services, economic development culture and regional development and leisure, agriculture, transport and education. As part of its commitment to streamline business processes, modernize information management practices, and achieve compliance with important pieces of legislation such as the Data Protection and Freedom of Information Acts, NICS initiated a major project: the roll-out of a comprehensive Electronic Document and Records Management (EDRM) system.

This system, known as Records NI, represents a quantum leap that will impact 11 government departments across 250 sites. When fully implemented, Records NI will optimize the management of key information and associated records and documents, enabling the sharing of information and knowledge throughout the Service.

The software that enables Records NI: HP TRIM Software.

Single, virtual document repository

The main business objective of the Records NI initiative was to support cultural and business change across the NICS, notes Mike Beare, Project Manager, Records NI. “The scope of the project is to



Customer solution at a glance

Primary applications

- Enterprise content management

Primary software

- HP TRIM software

establish a virtual, single EDRM repository to contain all the unstructured and/or personal electronic information in e-mail accounts, network devices and hard disks," Beare says "The staff affected by this project are those who create electronic documents and/or e-mail outside of a structured business application, and that connect to a NICS departmental network."

Better project management, information sharing

After an open procurement process, the NICS selected HP TRIM Software to be its electronic document and records management (EDRM) platform. The main deliverables include a better storage facility, improved e-mail accounting and enhanced searching facilities to improve on information management practices. A number of parameters were then identified guiding the implementation of the software tool. Objectives included avoiding duplication of information, better project management controls, better sharing of information, and more consistent document handling: in short, an EDRM structure.

"Information is a valuable asset used to support the many services offered to both internal and external customers," Beare notes. "We saw an opportunity to improve electronic communication methods with the objective of achieving economies of scale and efficiencies of costs."

Beare also envisioned the EDRM system as enhancing the organizational flexibility necessary to support potential restructuring, increasing the opportunities to share information. The EDRM would also, he adds, "enable the electronic document to become the record."

More effective services

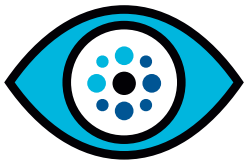
The Records NI EDRM service was rolled out to over 15,000 civil servants in the first 10 months. Since



then, around 2.5 million documents have been saved to the system, delivering a significant reduction in the use of paper, greatly improved records management procedures, and improved access to files, resulting in significant cost savings.

The new service has streamlined the NICS business processes and modernized its information management practices. The Public Record Office for Northern Ireland, one of the lead implementation areas, has measured marked improvements in its operations and its ability to find relevant documents.

"Records NI is vital for the whole NICS reform program," says Bruce Robinson, Head of Northern Ireland Civil Service. "Through this common approach to records management we are reducing bureaucracy, joining up across departments and providing better access to information. The team has worked extremely hard and with great effect to lay the foundations for broader reform."



Technology for better business outcomes

To learn more, visit www.hp.com/go/software

© 2008 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

This customer's results depended upon its unique business and IT environment, the way it used HP products and services and other factors. These results may not be typical; your results may vary.

4AA2-2095ENW, November 2008

