



ibis information
systems

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Emergency Communications Victoria (ECV) is a state-owned organisation established to support the ongoing delivery of effective emergency services to Victoria.

Working with Emergency Services Organisations (ESOs), ECV manages Victoria's emergency call taking and dispatch services.

The Emergency Services Organisations include:

- Victoria Police
- Metropolitan Fire and Emergency Services Board
- Metropolitan Ambulance Service
- Country Fire Authority
- Victorian State Emergency Service

ECV went to open tender seeking to select and implement a corporate record and electronic document management (EDM) system across its three offices.

Right Solution for ECV Business & Operational Needs

The system chosen needed to accurately manage the registration and movement of individual documents and files in both hard and electronic copy. It also needed to assist ECV to meet all their requirements in terms of probity and Freedom of Information.

There were 10 organisations that responded to the Tender, from those a short list of 4 was chosen to provide presentations.

RecFind Solution Selected

ECV selected the RecFind solution proposed by Ibis Information Systems (an authorised GMB distributor) who were responsible for provision and implementation of the chosen solution.





ECV selected RecFind for the followings reasons:

- Simple, logical and easy to use
- Approach to implementation of the solution, same people through out the entire project
- Ibis Information Systems customer focus
- Workable solution across the three offices
- Fully integrated EDMS (other vendors offered combination)
- RecFind provided both hardcopy and electronic information management

Initial Phase

In conjunction with ECV Ibis undertook a scoping study to review ECV's business policy, objectives and requirements regarding Records, Information and Electronic Document Management. An ECV project team was selected to work together with the Ibis team from the start of the project until phase 1 go-live at support office and then 6 weeks later phase 2 go-live at the operations centres.

The result of the study provided ECV and Ibis with a report (implementation road map), recommendations and a project plan to successfully implement the required solution.

A number of the areas covered were:

- Current practices for records management
- How RecFind can assist in providing operational efficiencies within each department
- Issues to be addressed in day to day operations
- Scanning and bar-coding
- Email management
- Workflow requirements
- Training requirements
- Security requirements
- Conversion of existing data
- ECV's Records Management and E-mail policies
- Future directions of the EDMS at ECV



ECV Corporate Information System

ECV in conjunction with Ibis have implemented a corporate wide system using RecFind to maintain all their documents, a true Corporate information system. All corporate documents, policies, etc. are held in the RecFind System, every time a document is altered RecFind version control creates new version which ensures ECV maintains their quality processes. During the data conversion process Ibis developed a process to import ECV's corporate structure and documents from their existing server into RecFind.

Jean Anderson, Records Manager felt that whilst the personnel at Support office had accepted the change in corporate work processes fairly quickly, the Operational centres are just understanding it fully now. The operational centres needed to have more involvement at an earlier stage, this was over come by further internal presentations to staff.

Igor Micich Project Manager said "Jean had come up with a great idea of a "Quick Reference Guide" which was developed and provides personnel with an easy way to see how to access relevant information in RecFind".

EDMS Imaging, Bar-coding and Electronic Documents

ECV now uses RecFind High Speed Scanning Module (HSSM) to capture incoming and outgoing documents, they have improved the efficiency of incoming mail registration process. The scanning facilities are implemented at all 3 sites, Melbourne Support Office and the 2 Operational Centres are capturing images of all relevant documents. This is the first step towards a paperless office, personnel can immediately access information without having to wait for the file to be delivered by simply going into RecFind to see the latest information up on their screen (desktop). Imaging minimises loss of corporate information and saves looking under people's desks for files and documents. Security can also be applied to scanned images as well as the actual RecFind file and document profile. The portable barcode reader will be used for the auditing of files and documents movements throughout the organisation. A number of fixed barcode readers are now used to expedite the process of moving files and documents.

Simple Way to Capture Corporate Documents and Email (RecFind Button)

The RecFind Button allows ECV personnel to capture native documents on the fly i.e. directly into the RecFind database while working in those applications e.g. MS word, MS excel, MS mail, etc. As most people are aware a large number of corporate documents enter an organisation via email, the Button not only captures the information in the email it also captures any corporate attachments with that email at the same time. This saves a great deal of time and makes it very easy for personnel to capture emails and their corporate attachments.

Workflow

Each department is developing their own workflow requirements to assist in their day to day operational needs. Workflow may be used for documents that are time critical, or where it is essential that various tasks are completed within a stipulated time frame. Workflow management insures that documents of major importance to the organisation from a legal or customer perception point of view are processed in a timely manner.

Benefits from the EDMS

Igor indicated that from a security and organisational point of view it was great to have all corporate documents in the one place.

Jean said “we found one of the benefits is that when someone’s away you can easily find the information you require in RecFind, if people have followed correct procedures to input information into RecFind”.

Future Directions for the EDMS

ECV are currently looking at upgrading the EDMS to RecFind Version 5 this will provide ECV with a number of benefits. Another future option for ECV is GEM which is an automatic rules based email management application.

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