

Retirement Benefits Fund Board Harnesses the Power of Information Management with HP TRIM



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Rosemary Seneviratne, Manager Information,
Retirement Benefits Fund Board

Objective

The RBF Board sought to create a knowledge management (KM) environment that would provide effective document management for the business, regulatory compliance and source authoritative information to populate its intranet.

Approach

The RBF Board adopted a strategy underpinned by HP TRIM software to improve document and records management.

IT improvements

- Created a central repository for all documents and records
- Improved information access, capture and retrieval
- Established a security structure
- Enhanced access to information
- Applied compliance policy management across the enterprise
- Enhanced the user experience

Business benefits

- Achieved best practices document and records management
- Gained operational efficiencies
- Improved organisational productivity by enabling users to find information quickly and effectively – thereby reducing the 3-4 hours of lost productivity per user previously experienced
- Reduced compliance risk
- Increased information security and data integrity
- Seamless integration to SharePoint for intranet publishing

About Retirement Benefits Fund Board

As Tasmania’s public sector superannuation fund, the Retirements Benefit Fund (RBF) Board has been in operation since 1904. It provides a range of products including superannuation, flexible death and incapacity insurance as well as commercial mortgage loans to members.

With a vision to ensure that its members and their families enjoy a successful retirement, the RBF Board is committed to customer service. This in turn demands that the organisation be both transparent and responsive to the needs of its members. Nowhere is this more important than in the fund’s knowledge management, which underpins its daily operations.

“We were faced with a host of challenges in managing our records and information,” explains Rosemary Seneviratne, Manager Information, RBF Board. “We realised that we needed to build a KM environment that would enable us to provide effective document management for the business, meet our regulatory requirements in record keeping, and provide the information source for our intranet.”

To address this challenge, the company adopted a strategy underpinned by HP TRIM software, a document and record management system that delivers compliance policy management and organisational efficiency.

HP customer case study: The Retirement Benefits Fund Board turned to HP for best-practice document and records management.

Industry: Financial Services Industry (Superannuation)



Increasing the value of business information

For the RBF Board's 186 employees, there is nothing more critical to their performance and productivity than having easy and quick access to business information. "Creating a collaborative KM environment that would enable users to access, share and manage information was a key objective in our approach with HP TRIM," explains Rosemary. "We wanted to be able to get the right information to the right people in a timely fashion."

"HP TRIM software is seen as the transactional, reporting and collaborative enabler for building the RBF Board's knowledge management environment."

Rosemary Seneviratne, Manager Information, Retirement Benefits Fund Board

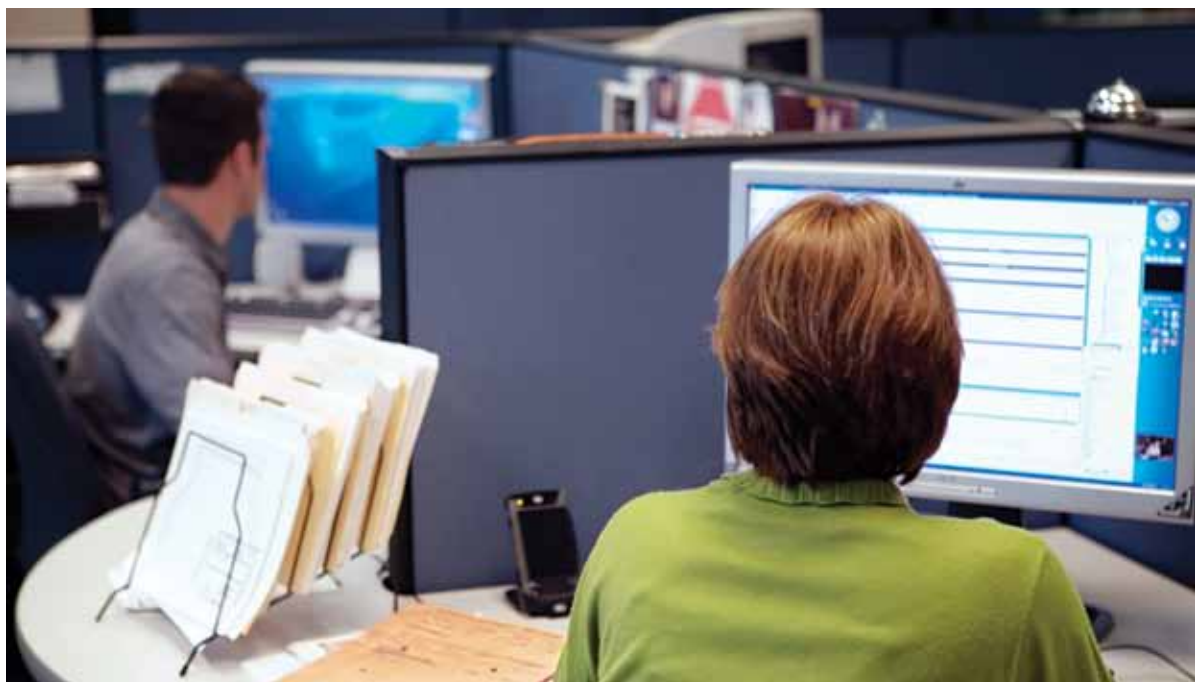
The RBF Board implemented HP TRIM prior to Rosemary joining the Board in 2008, but it lacked effective configuration. "I was brought in to look after the KM environment, as we were working towards accreditation from the Australian Prudential Regulatory Authority (APRA)," says Rosemary. "HP TRIM was originally purchased as a records management system. However, after I did some analysis and determined the fit between the solution's functionality and the organisation's needs, I realised HP TRIM could be used in a broader sense as the enterprise system for the management of our corporate information and repository. As a result, HP TRIM became the transactional, reporting and collaborative enabler for building our KM environment."

To assist her in realising the full potential of HP TRIM software, Rosemary invited HP partner and HP TRIM software specialist, Kapish, to provide the technical expertise needed to build and sustain an information regime that would support the KM environment. Jon-Paul Williams, Director Kapish, explains "Our role is to bridge the gap between users and the technology with enhancements for HP TRIM that improve the flow of information and streamline business processes, all while making the user experience a more enjoyable one. In partnership with the RBF Board we reconfigured and upgraded HP TRIM. We also integrated it with Microsoft® SharePoint, so the organisation's intranet could be populated with ease."

Commenting on the value that Kapish added to the HP TRIM configuration, Rosemary said, "A lot of credit goes to Jon-Paul and Erik Willsey for their knowledge intuition and good interpersonal skills with our stakeholders. He was extremely sensitive to our needs and enabled us to get the most out of our HP investment."

"Today, there is true recognition of the value and usefulness of HP TRIM as an enterprise information system, and our users are confident in its functionality."

Rosemary Seneviratne, Manager Information, Retirement Benefits Fund Board



Gaining trust and driving user adoption

Until HP TRIM, the RBF Board did not have a corporate information system. Understanding that enterprise-wide adoption would be the key to the solution's success, Rosemary collaborated closely with the IT Department.

Rosemary explains, "One of the most important things we needed to address in terms of user adoption was to create a positive profile for the system. Damien Hill, System Administrator, was invaluable in implementing a workflow system that gave us confidence in the system and enabled us to build credibility amongst our users."

"Apart from the usual user acceptance testing, we ran information sessions for stakeholders and undertook detailed training for key or 'power' users. By getting people – specifically the power users – to use the system in a structured environment and see the benefits in terms of ease of use and speed, we secured their acceptance, and in turn influenced the rest of the organisation positively. Today, there is true recognition of the value and usefulness of HP TRIM as an enterprise information system and our users are confident in its functionality."

Meeting the demands of regulation and mitigating risks

As with many organisations in the financial services industry, compliance and risk are top priority. HP TRIM is helping the RBF Board maintain ongoing compliance, while increasing overall productivity with information management best practices. But most importantly, it is helping the organisation gain accreditation with APRA.

"HP TRIM is proving invaluable in our APRA accreditation journey," explains Rosemary. "As part of the 18 month-long licensing process, APRA had to undertake a review of our processes and documentation. HP TRIM was extremely useful as a conduit to assemble all the necessary information. Specifically, we used HP TRIM's virtual folder functionality to bring together all documents, thus creating a virtual data room and collaborative workspace. It enabled us to capture 99% of all documents with ease – something that would have taken hours and hours to achieve beforehand. Overall, HP TRIM has delivered core compliance and a best-practice records management system which in turn reduces our risk."

Looking at risk management, Rosemary was originally concerned at the results of an early risk register that was undertaken. A number of 'feral' repositories existed and information was not centralised or easily accessible. "Now that we have a reliable system in place," explains Rosemary, "we are standardising our processes and enhancing data security. Plus, our information access has improved and so has our data capture. As a result, we have mitigated considerable risk."

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Improving responsiveness and enhancing productivity

HP TRIM features powerful and extensive built-in metadata which uses strong relational capabilities to help users quickly and easily locate business information. Powerful search capabilities, an intuitive interface and the ability to group documents logically all work together to fulfill requests for information quickly. In addition, HP TRIM is managing business processes across the organisation to streamline workflows, accelerate dissemination of information and increase user productivity.

"We worked out that the difficulty in finding business information was costing us some 3-4 hours per week per user in lost productivity," says Rosemary. "While we do not have exact figures of the improvements in productivity since HP TRIM, I can confidently say that we have achieved operational efficiencies. Search speed and success has been vastly improved, users' experience has been enriched and information retrieval is now rapid."

Realising benefits, charting a course for the future

HP will continue to play a key role as the KM backbone of the RBF Board's operations. By leveraging the functionality, flexibility and integrated capabilities of HP TRIM, the organisation will continue to derive value from enhancing its document and records management.

In the future, Rosemary plans to enhance the company's use of HP TRIM. "We need to develop the KM environment further and facilitate greater business integration," explains Rosemary. "In the short-term we are focused on improving the collaborative spaces on Microsoft® SharePoint, enhancing our management of emails and replacing share drives."

Rosemary concludes, "In our business, having a robust KM environment is the key to success. HP TRIM provides us with a centralised repository where we can store our corporate memory and leverage our DNA for business growth. Through best practice document and records management, we have reduced compliance risk while increasing information security, data integrity and organisational productivity."

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Kapish

