

Case Study

NATA (National Association of Testing Authorities)



The Challenge

As a document centric organisation, NATA relies heavily on maintaining accurate and up to date documentation that can be easily disseminated to both its staff and widely distributed volunteer experts. Managing the physical distribution and management of the relevant documentation had become a very labour-intensive and inefficient process.

The Solution

Using MAGIQ Documents, NATA has successfully transformed a manual, paper-based system to a single, centralised electronic documents repository. The innovative delivery of an online Members Portal, a feature of MAGIQ Documents, has allowed NATA to offer its Members convenient, online access to their accreditation documentation and updates.

The Benefits

Using MAGIQ Documents, NATA has successfully transformed a manual, paper-based system to a single, centralised electronic documents repository. The electronic system has delivered a significant range of benefits to all stakeholders. Service delivery timeframes have improved; as well as creating an environment that is much more conducive to collaboration. MAGIQ Documents also provides a complete audit trail of the document repository, further protecting the integrity of NATA's corporate data.

About

NATA (National Association of Testing Authorities)

175 staff members

3000+ volunteers

3000+ member facilities

Established in 1947, NATA (National Association of Testing Authorities, Australia) is Australia's foremost organisation responsible for the accreditation of laboratories, inspection bodies, calibration services, producers of reference materials and proficiency testing scheme providers throughout Australia.

NATA is also Australia's compliance monitoring authority for the OECD (Organisation for Economic Cooperation and Development) Principles of GLP (Good Laboratory Practice).

Solution

MAGIQ Documents

“We now have much better visibility around service levels ... many of the Facilities we work with are providing critical services within the health and construction industries; it’s essential that we are diligent and responsive in meeting our client’s needs.”

Robert Passam, General Manager ICT

Established in 1947, NATA (National Association of Testing Authorities, Australia) is Australia’s foremost organisation responsible for the accreditation of laboratories, inspection bodies, calibration services, producers of reference materials and proficiency testing scheme providers throughout Australia.

It is also Australia’s compliance monitoring authority for the OECD (Organisation for Economic Cooperation and Development) Principles of GLP (Good Laboratory Practice).

NATA provides independent assurance of technical competence through a process of accreditation, which formally recognises that these facilities produce reliable technical results. NATA’s work increases community confidence and trust in a facility’s services, mitigates risk, improves tendering success and facilitates trade.

Thanks to a Memorandum of Understanding with the Australian Government and agreements with various state and territory governments and government departments, NATA is government’s partner for accreditation and related services.”

NATA employs around 175 staff in Sydney, Melbourne, Brisbane, Adelaide and Perth and is supported by some 3000 volunteer technical experts who assist with NATA’s various technical committees and the evaluation of facilities.

NATA is a document centric organisation and relies heavily on maintaining accurate and up to date documentation that can be easily disseminated to both staff and widely distributed volunteer experts. NATA has chosen MAGIQ Documents as the electronic documents system to help them manage this complex environment.

MAGIQ Documents is a web-based, fully integrated suite of electronic document and records management software. The overall simplicity and intuitive design of the software means it is very easy for staff to use and learn, leading to excellent take-up and adoption.

Using MAGIQ Documents, NATA has successfully transformed a manual, paper-based system to a single, centralised electronic documents repository.

The innovative delivery of an online Members Portal, a feature of MAGIQ Documents, has allowed NATA to offer its Members convenient, online access to their accreditation documentation and updates, providing significant improvements to service delivery and business efficiency.



NATA implemented the MAGIQ Documents system in 2011 following an extensive evaluation process. Robert Passam, NATA’s General Manager ICT, says ease of use together with excellent value for money were critical factors in the selection of MAGIQ Documents.

Robert Passam, NATA’s General Manager ICT, says ease of use together with excellent value for money were critical factors in the selection of MAGIQ Documents.

“We recognised that positive take-up of the software by our staff and also our Members was going to be absolutely critical to the success of the project,” said Robert. “MAGIQ Documents has a very intuitive user interface and is very easy to learn and use.”

Centralised, electronic repository delivers improved accessibility and collaboration

The implementation of MAGIQ Documents was driven by the need to replace a paper-based system consisting of an entire floor of files at the Sydney headquarters, with an electronic system to improve access to the documents, staff need to complete their daily tasks.

With a team of more than 120 Technical Accreditation staff working across all states of Australia, physically managing the efficient distribution of the relevant files had become a very labour-intensive and inefficient process.

“The old paper-based system created a number of logistical challenges.



Firstly the physical search for the relevant files had to be completed. Then the files had to be sent to the relevant staff, all of which took a lot of time. And of course, ultimately the files had to be returned, re-filed etc.” said Robert.

“If files were misplaced or filed incorrectly a huge amount of time and effort could be wasted trying to track them down – which greatly impacted our ability to complete jobs on time and meet our various service delivery obligations.”

Transforming the paper-based system to an electronic system has delivered a significant range of benefits to all stakeholders. Service delivery timeframes have improved; as well as creating an environment that is much more conducive to collaboration.

MAGIQ Documents also provides a complete audit trail of the document repository, further protecting the integrity of NATA’s corporate data.

“A significant improvement in the accessibility and availability of documents is a major benefit. Using the flexible and powerful MAGIQ Documents Global Search, staff can now almost instantly find the specific documents they need. The quality of our service delivery has also improved, with Version Control helping to ensure the accuracy and currency of the information our staff are working with,” said Robert.

“MAGIQ Documents has provided a single, centralised repository for all of our corporate information and we now have far greater confidence around the availability and accuracy of that information,” he said.

Members Portal delivers improvements in customer service

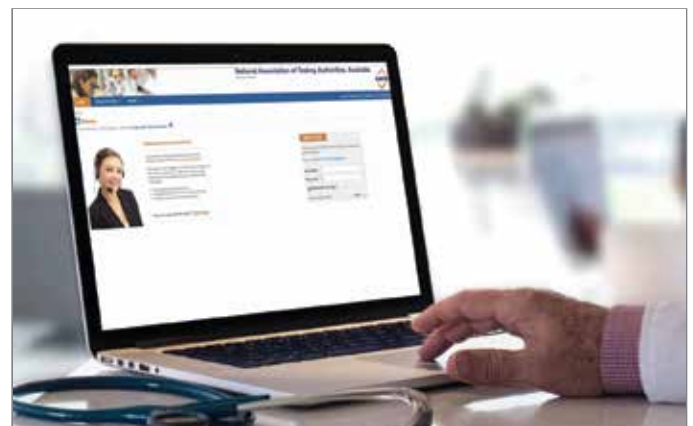
NATA’s accreditation services rely on the regular and timely exchange of information with its Members Facilities to ensure they are up to date with current standards and requirements.

Previously, email was the primary method of communicating with Members, however the process was requiring an increasingly significant administrative overhead and was fraught with delivery issues around large file sizes.

Working with the team at MAGIQ Software, NATA undertook an innovative project to create a Members Portal, providing a secure, highly accessible location for Members to access their accreditation documentation within a self-service environment.

The Portal provides each Facility with a customised view allowing them to easily view, download and upload all documents relevant to their accreditation. Members can also subscribe to alerts on specific subjects, which ensures that they are advised immediately of any updates to Accreditation guidelines or requirements.

Robert commented: “Using MAGIQ Documents we have delivered an online Portal, which provides our Members with convenient workspace in which they can collaborate through the exchange of documents during any assessment NATA undertakes to ensure compliance with our Accreditation requirements is maintained.



“Using MAGIQ Documents we have delivered an online Portal, which provides our Members with a convenient workspace in which they can collaborate through the exchange of documents during any assessment NATA undertakes...”

Robert Passam, General Manager ICT

“For any other issues we deal directly with the MAGIQ Support team and they are always very helpful. From implementation onwards the MAGIQ Software team has delivered exactly what they promised – on time and within budget.”

Robert Passam, General Manager ICT

Electronic environment eliminates business continuity risk

In conjunction with their investment in MAGIQ Documents, NATA chose to implement a sophisticated off-site, data back-up process.

NATA had identified risk management issues with the previous paper-based system and while a process was in place to complete micro-fishing of documents, Robert acknowledges the organisation’s corporate information was at significant risk should a disaster occur.

“We now have all of our corporate information fully backed-up at a remote location every two hours. In the event of a disaster here in Sydney, our exposure is limited to only two hours of data loss and I’m much more comfortable with that,” said Robert.

Change Management and business process improvement delivers greater efficiency

The organisation undertook a thorough change management process as part of its implementation of MAGIQ Documents.

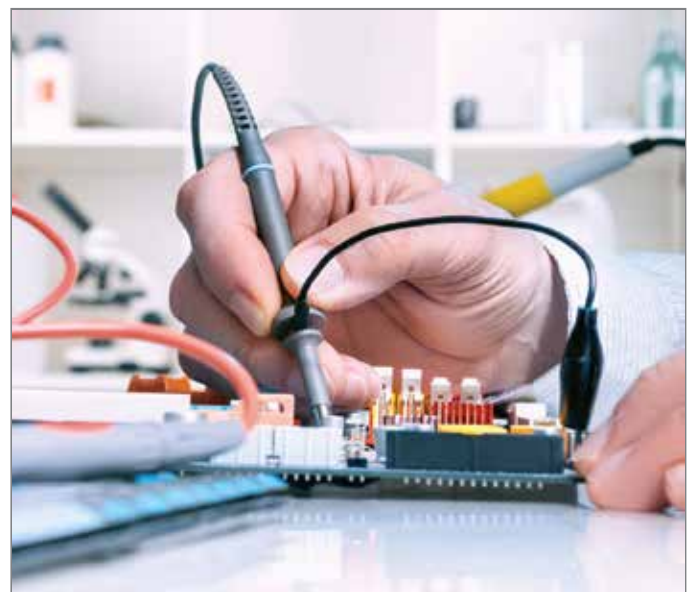
NATA’s Governance and Compliance team analysed and constructed the necessary business rules and processes to complete the various accreditation processes. These were then implemented within MAGIQ Documents providing automated workflows to manage tasks such as the allocation of jobs, job completion, management review and finally the issuing of the Accreditation Certificate.

“We now have much better visibility around service levels and we can also be confident that those service levels are being adhered to – and if they aren’t we can act very quickly,” said Robert.

“Many of the Facilities we work with are providing critical services within the health and construction industries; it’s essential that we are diligent and responsive in meeting our client’s needs.”

Staff training in the MAGIQ Documents system was provided with a practical task based approach and using easy to recall business process ‘cheat sheets’. Robert’s team now provide system training to staff as part of the induction process and Product Champions at each office provide 1st level user support as required.

“For any other issues we deal directly with the MAGIQ Support team and they are always very helpful. From implementation onwards the MAGIQ Software team has delivered exactly what they promised – on time and within budget.”



About MAGIQ Software

MAGIQ Software is an Australian and New Zealand based software business providing financial and administration software for the Public and Social Sectors. The MAGIQ Software platform includes the MAGIQ Enterprise, MAGIQ Performance and MAGIQ Documents Suites. The business has more than 460 customers throughout Australia, New Zealand, the USA, the UK, Singapore and South Africa. Key markets include Federal and State Government, Local Government, Health and Community Services, Utilities, Education and Not for Profit sectors. A highly experienced and skilled team of more than 90 staff deliver local support and development from offices in Melbourne, Sydney, Napier, Auckland, Christchurch and Los Angeles.

www.magiqsoftware.com

New Zealand +64 6 835 9380 Australia +61 3 9468 9401 USA +1 949 429 1699


software