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## FlowBiz – Workflow Connect Customer Solution

# SILCAR

## Integrated Compliance Risk and Process/Procedure Case Study

### Overview

**Country/Region:** Australia  
**Industry:** Telecommunications Network Industry

### Client Profile:

Silcar Communications has been active in the Australian telecommunications network industry since 2000. Over this time they have established a reputation for being at the forefront of Australia-wide telecommunications network infrastructure deployment, due to their high level of technical expertise and a commitment to “getting the job done”.

### Business Situation:

At Silcar safety is paramount. Each Silcar operation works with safety systems that have been specifically developed for the industry and often specific to a locality.

The requirement to have access to safety information that integrated back to specific processes and procedures was critical to ensure that employees, contractors and vendors could access key information. Information such as “how to” and risk mitigation that was pertinent to the processes they undertook must always be up to date and accessible.

Access needed to be through mobility devices such as iPads that used cloud technologies with secure connections.

Silcar were determined to identify the range of possible hazards and risks in the areas they work and provide this information in an easy to access and understand format using cloud technologies and best of class solutions.

Reduced or little training for end users was also a primary goal for the solution.

*“Using the FlowBiz Workflow Connect BPM Portal and combined with the enterprise strength Document Management and Risk Manager has ensured Silcar links hazards and risk analysis back to the procedures that must be followed. The combination of ease of use traceability and cloud technologies means the roll out is smooth and with little training required”* said Stephen Tumatly National Health, Safety & Quality Manager.

Silcar engages with internal and external contractors across a range of business activities. The challenge was to consider a solution that not only captured business processes and procedures but could be used to capture critical data and information such as risk and safety. And then serve this information to end users in a format that was easy to follow using standard internet technologies.

The FlowBiz Workflow Connect solution not only covered their initial requirements but also emerged as a clear winner for collaboration and extensibility. With a varied selection of business modules such as Governance, and Audit, change management and ultimately process automation available for the future, the platform is extensible to accommodate future business case requirements.

### Benefits after 6 months:

- Tangible and measurable reduced Compliance and Governance costs.
- Over 150 processes defined, published and managed.
- Over 2000 Critical documents available and secure & linked to processes or in a secure document area.
- Traceability and confidence that documents are acknowledged by receiving personnel.
- Reduced time to access critical process or procedural information.
- Simpler Contractor engagement through easy to use interface.
- Vastly improved record searching and indexing.
- Improved satisfaction from contractors and staff.
- Improved satisfaction from the user community.
- Platform ready for extensible modules.