

## Case study

# Newfoundland & Labrador Nurses Union implements HP Records Manager



### Industry

Trade Union for Registered Nurses in Newfoundland and Labrador Canada

### Objective

Provide excellent service for all members of the Newfoundland and Labrador Nurses' Union (NLNU) by transferring all paper documents into electronic data to enable deduplication, efficiency, and streamlining of all systems while enforcing processes that follow privacy requirements. Install a singular, trusted, and integrated technology so information can be identified and managed with lower risk and costs, according to retention and disposition policies.

### Approach

Implement a records management solution with secure management capabilities, ensuring privacy, compliance, and the power to access large volumes of information effectively, while meeting organizational/regulatory mandates and managing the full record lifecycle. Provide total integration with a unified technology consolidating many different silos of information in all its forms, linking legacy systems.

### IT matters

Products used in the implementation via HP partner Prima Information Solutions Inc.:

- HP Records Manager (formerly HP TRIM)
- HP IDOL

### Business matters

- Flexibility to effectively service members and improve customer satisfaction
- Seamless integration with technology
- Ability to share information easily
- Increased security
- Reduced paper use
- Ability to make/view changes instantly
- Create accurate quarterly reports that are available and accessible



**“We were unable to meet privacy requirements before implementing TRIM” (now HP Records Manager).”  
We have better customer service now and our employee satisfaction has increased. Everything is online now! We’re able to make better business decisions because there is analysis around the information we are storing.”**

– Marina Owens, office manager of the Newfoundland and Labrador Nurses' Union (NLNU)

The Newfoundland and Labrador Nurses' Union (NLNU) looked to improve customer service and privacy for their members by converting paper documents into electronic data and offering online availability to increase membership customer satisfaction. After an initial review of the Union's structure and operations by NLNU, followed by a formal review by HP partner Prima, a number of strengths and weaknesses were identified that pointed to the need to embrace a change in business processes.

Their biggest challenges for the Union group involved using a combination of Access 97 and 2000 databases to track information, grievances and call logs of over 5,700 registered nurses dispersed over six different employers, and 350 volunteers and 20 employees. All other files were managed in binders. Because of this kind of infrastructure, the integrity of member information was never guaranteed; for example, there were duplicate entries. Records also lacked consistency, and identifying and locating files was difficult because information was walled off in silos that lacked trust relationships.

In seeking a solution, NLNU first outlined a strategy for choosing a viable alternative:

- Establish a privacy policy
- Review current records management procedures
- Establish a performance measurement
- Utilize technology as much as possible
- Hire a Business Manager to implement and manage change



Newfoundland & Labrador  
Nurses' Union

### About the Newfoundland and Labrador Nurses' Union (NLNU)

The Newfoundland and Labrador Nurses' Union (NLNU) is a membership organization that effectively represents 5,700 members as the official trade union for registered nurses in Newfoundland and Labrador Canada.

## Weighing options

A number of options were considered, but none of them ultimately offered the full conversion and options available with HP Records Manager (formerly HP TRIM). Early on, however, because NLNU had to keep their existing Access database for their system to work, HP Records Manager was overlooked due to its cost and assumed large organization demographic. However, after being approached by Patsy Tremblett at Prima who facilitated a review of the HP solution by a sampling of NLNU employees, HP Records Manager was approved by the board and the choice became a done deal.

"We were unable to meet all privacy requirements before implementing HP Records Manager," said Marina Owens, office manager at the Nurses Union. "We could not find out how much data was coming from our partner Prima."

With HP Records Manager, NLNU has the flexibility to share information easily, which allows them to provide better customer service. "Our employee satisfaction increased when we converted paper to electronic data, and all required information became available online. We are making better business decisions because there is analysis around the information we are storing. We can meet our information governance and privacy requirements, all while reducing paper. We can also make changes instantly, including to quarterly reports which are now easy to create and maintain for the board."

## HP Autonomy delivers with quick ROI

HP Records Manager offers you a scalable, electronic document and records management solution (EDRMS) designed to meet the demands of government agencies, regulated industries, and global organizations. Organizations can benefit from secure management capabilities and the power to access large volumes of information. With HP Records Manager, you can meet compliance requirements, organizational/regulatory mandates, and manage business records from creation through ultimate disposal.

The implementation of HP Records Manager at the Newfoundland & Labrador Nurses Union was supported by the successful results achieved at the Newfoundland & Labrador Department of Health and Community services, implemented by HP's partner, Prima.

## About PRIMA, an HP business partner

Prima Information Solutions, Inc. is a leading expert in the field of Records and Information Management across Canada, and a key partner of HP. Prima offers IM consulting services and operates a complete service department that provides support to meet their customer's information technology needs, including creation and expansion of networks, installation, training, and support of hardware and software requirements. They provide customized services which include a complete implementation of HP Records Manager, as well as data migration, training, service, and support throughout the process to achieve a client's overall satisfaction.

HP Autonomy solutions make it possible for organizations to get simple, uniform access to information across a range of devices. A modern interface is designed to increase user adoption and deliver unprecedented levels of information security, integrity, enterprise scalability, and operational efficiency improvement.

## About HP Autonomy

HP Autonomy is a global leader in software that processes unstructured human information, including social media, email, video, audio, text, web pages, and more. Using HP Autonomy's information management and analytics technologies, organizations can extract meaning in real time from data in virtually any format or language, including structured data. A range of purpose-built market offerings help organizations drive greater value through information analytics, unified information access, archiving, eDiscovery, enterprise content management, data protection, and marketing optimization.

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