

Case Study





National Audit Body Finds Compliance With Interwoven

The Auditor-General, assisted by the ANAO, is responsible for undertaking audits of the financial statements and performance of Australian Government public sector agencies and entities. Through the delivery of an integrated range of high quality audit products that are timely, cost-effective and consistent with public sector values, aims to meet the needs and expectations of the Parliament, the Executive and audit clients and to add value to public sector performance and accountability. The Auditor-General's mandate extends to all Australian Government agencies, authorities, companies and subsidiaries.

The nature of this organisation's broad ranging role has given it extensive powers of access to Commonwealth documents and information. Managing that information appropriately, securely and in compliance with regulations is critical to ensuring ongoing cooperation with the agencies that are its clients.

A question of compliance

The ANAO generates astonishing quantities of paperwork. A typical performance audit which takes approximately eleven months to complete will use anywhere between seven and 220 kilos of paper which has to be fully indexed, collated, referenced and filed. In storage terms this equates to between 1 and 70 boxes of files each of which, according to compliance requirements, must be stored for ten years.

The organisation began looking for a better way to manage these records. According to Gary Pettigrove, chief information officer at the ANAO, "We wanted to get away from a paper-based records system and create a document workflow that would link recommendations back to the evidence in our audits. We also wanted to provide efficiencies in storage and reduce the time involved in staff managing paper files."

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Gary Pettigrove, CIO, ANAO

Finding the answer

"We went to tender and short listed three responses before going to a proof of concept," Pettigrove explains. "Interwoven created the only proof of concept that was able to stand up quickly and remain stable. The others efforts crashed repeatedly. We found Interwoven's solution to be user friendly, stable, easy to understand and within minutes staff could pick it up and run with it. It was also the lowest cost solution."

As a result, the ANAO selected Interwoven WorkSite and RecordsManager to create a full electronic document management system. WorkSite offered a shared environment for storing documents including electronic records, e-mail messages and scanned paper documents, while RecordsManager delivered the single policy management and application engine to manage those records consistently regardless of location, media type or system.

Phase I of the project—an electronic records and document management system (EDMS) with evidence linking - was implemented. "The software integrates with our environment of Lotus Notes and Word, so users don't need to know anything about WorkSite or RecordsManager. They just continue to do what they normally do," Pettigrove says.

Industry

- Government

Challenges

- A million paper documents generated and collected for audit evidence every year
- Rigorous document management compliance and security requirements
- High cost of storage
- Staff time incurred in indexing, collating, referencing and filing documents

Benefits of Using Interwoven:

- \$140,000 in annual external storage expenditure will be completely removed within ten years
- Filing time of approximately one month per staff member per year has been removed
- Consumables costs have been reduced
- Searching, cross-referencing and linkage of documents has become far easier



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Solution Overview

The ANAO has introduced a combination of Interwoven's WorkSite NT and Records Manager to create a full electronic document management system that meets stringent security and compliance requirements, while delivering staff with better access to the million records scrutinized every year.

Reducing the paper mountain

The benefits became evident quickly. "We are now collecting all our data electronically, scanning documents and storing them in the EDMS. We can do searches, relate documents and link to documents making them much easier to find. The search engine is brilliant. It helps to make sense of all the paperwork, which is something that used to be so much harder to achieve without lots of sticky tags," Pettigrove notes. He also estimates that the electronic records are saving each staff member approximately one month's work in filing alone.

The reduction in storage requirements is another advantage of the new system. "At present we pay around \$140,000 annually for storage of paper records that have to be kept for ten years. This requirement will reduce to almost nothing over the next ten years," Pettigrove observes.

Security has proven easy to implement, "We can add people in and out, and change security levels as we need to. The ANAO gathers documents from 240 or so agencies and that means we collect all their staff lists, policies, financial records. Security is paramount to us. It's incredibly important."

Surprisingly, Pettigrove points to a reduction in travel expenditure as a result of the deployment. "When an audit involves interstate travel, our auditors used to incur huge excess luggage costs as they brought the paperwork back to the office. Now they just return with documentation on a hard drive."

Even the financial audit process, which has never been a major generator of paperwork, is expected to benefit through the structured indexing and filing of documents which will make it easier to ensure compliance regarding storage and ultimately, destruction of documentation.

Looking ahead to Phase II

The last remaining audits to be conducted fully under the old paper-based system will be completed by the end of 2008, signalling the conclusion of phase one of the ANAO's electronic document management system project.

Within a year, Pettigrove is confident that the ANAO will also have completed phase two, the project for improved information and knowledge management. "We expect phase two will save our auditors and the agencies who are our clients a great deal of time when sourcing documents, and it will facilitate cross-agency audits."

The ANAO is also working on WorkSite integration with its Microsoft SharePoint intranet platform. This will ensure that WorkSite maintains the sole source of document truth which can then be shared through the organisation's intranet.

Pettigrove believes that a return on investment (ROI) of the WorkSite and RecordsManager system will be achieved within three years. "After that time we will reap huge savings so it's a pretty good investment," he says. "We could potentially have achieved a full ROI within 12 months but the auditors are busy doing audits and we wanted to allow them to finish what they are doing before starting new audits on the Interwoven system. It's a softly, softly approach to get buy-in, rather than asking them to change mid project."

About Interwoven

Interwoven, Inc. (NASDAQ: IWOV) is a global leader in content management solutions. Interwoven's software and services enable organizations to maximize online business performance and organize, find, and govern business content. Interwoven solutions unlock the value of content by delivering the right content to the right person in the right context at the right time. Many of the world's leading companies, professional services firms, and governments have chosen Interwoven, including adidas, Airbus, Amnesty International USA, Avaya, BT, Cisco, Citi, Delta Air Lines, DLA Piper, FedEx, Grant Thornton, Hilton Hotels, HKMP LLP, Hong Kong Trade and Development Council, HSBC, LexisNexis, MasterCard, Microsoft, Samsung, Shell, Sky Italia, Qantas Airways, Tesco, Virgin Mobile, and White & Case. A community of over 20,000 developers and over 300 partners enrich and extend Interwoven's offerings. To learn more about Interwoven, please visit www.interwoven.com.

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