



smartFiling

QLD Racing Case Study

The Business

Queensland Racing is the peak authority for the thoroughbred horse racing industry in Queensland. It is responsible for coordinating, managing and regulating the industry rules and ensuring the integrity of the race industry.

Queensland Racing controls the licensing of all participants in the horse racing industry, including jockeys, trainers, and stable hands, as well as the development and capital works of racetracks across the state. The head office is located in Brisbane, and Queensland Racing has four regional offices across the state.

The Challenge

The racing industry is governed by a range of state and federal legislation, which require all documents to be retained for up to 30 years.

With over 4,000 licences currently issued to trainers, jockeys, track work riders, stable hands, all of which need to be renewed yearly, Queensland Racing generates vast amounts of information every month, which needs to be filed, stored and frequently accessed. To accommodate the large volumes of paper created, files were stored off site.

Email however, was a more challenging issue to manage. Due to its volume and multiple sources, email could not be administered in the same way paper files were. Because email is sent and received by every individual in the organisation the implementation of any sort of central "in-tray" was also impossible.

document management system



"Redmap has done everything we expected and I'm confident it will continue to make filing more efficient, free up employees' time, provide better service to clients and reduce our costs. Being able to find information quickly means we can provide answers on the client's first call."

David Rowan, Director, Queensland Racing

These challenges were most evident when inquiries were conducted. Files for all relevant parties needed to be located and presented. The retrieval of paper files from storage was time consuming and costly. However, it paled in comparison to the cost of retrieval of relevant emails.

The impact of the inefficient storage system was also felt by Queensland Racing's regional offices. If files from head office were required by a regional outlet, they would need to be located and posted, which was not only time consuming, but also increased the risk of files being misplaced or lost.

The Solution

Queensland Racing's IT Manager, David Rowan, investigated a number of different document management systems. Redmap's software emerged as the clear winner due to its simplicity and value for money. Queensland Racing chose Redmap's ManagePoint solution to file and archive its mass of paper and email files. In the initial implementation phase ManagePoint was installed at head office.

An outsourced scanning bureau was contracted to scan dozens of boxes of archived files dating back more than 10 years. The scanned files were transferred to DVD and then loaded into ManagePoint.

The Integrity Services department was the first to begin using the ManagePoint system to access and store information. ManagePoint has over time been implemented in other departments to address their specific document management needs. Its web access capability means that regional offices to store and access files directly from their desktops, eliminating the need to post or fax files between locations

To address the issue of email retention, CaptureMail has been integrated into the organisation's email system. It works with the current mail filter to archive all business related emails directly into ManagePoint. CaptureMail copies and files every email that is sent or received. As this copy is captured at the email gateway no human intervention is required, and management can be assured that finding any email in the future will be a simple process.

document management

Results

Queensland Racing has moved into a new era of quick, easy and efficient document management. ManagePoint has enabled Queensland Racing to store all documents centrally and has made information easily accessible meaning the location of any document for inquiries or in the general day-to-day business happens immediately.

In addition to paper documents and emails, the audio files of inquiries are also stored in ManagePoint, eliminating the need to type a transcript of the proceedings and thus saving more valuable employee time. Photos and video footage of races can also be stored easily and conveniently.

The benefit of Redmap is invaluable to regional offices. It eliminates the tedious task of emailing and phoning head office for information and posting files between locations. This not only saves time and money, it also removes the risk of files being lost or not being in the required location on time.

Although Queensland Racing were originally looking for a solution to their paper storage, CaptureMail has proved to be invaluable. *'When you consider the effort required to find a relevant email for a pre-CaptureMail requests, the benefits of the CaptureMail solution are clear'*, said Rowan..



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