



North Bay Estimates Saving Thousands of Dollars with the Automatic Publishing Functionality of Net-It® Central

Industry

Healthcare

Customer Quote

"I just like having the program do the work for me. Users take control of their own documents without any intervention on my part."

Brian James
Business Analyst and
Web Administrator

Company Facts

- Accredited Mental Health care Facility
- Serves over one third of Ontario
- Operating Budget of \$48 Million

Challenge

- The medical staff was experiencing long delays in accessing documents on the intranet.
- The IT department could not keep up with the publishing needs of the organization.

Environment

- Windows 2000 Server SP4

Return On Investment

- The medical staff was able to quickly adopt Net-It's functionality.
- The IT department is estimated to have saved thousands of dollars by eliminating manual publishing processes.

Organizational Overview

Located in North Bay, Ontario, the North Bay Psychiatric Hospital (NBPH) is one of the largest, fully accredited mental health facilities in Ontario. Originally a small military mental hospital during the 1940's, today NBPH serves the general public, operating with a budget of \$48 million and a staff of 650 employees. NBPH believes that good internal communication, through well-organized and easily-accessible documentation, is one of the key components in their ability to provide high quality programs and specialized services for the community they serve.

Organizational Challenge

The staff at NBPH was dealing with agonizing delays when it came to accessing medical documentation on their newly-implemented intranet. The intranet helped them advance beyond the outdated method of sharing files via public folders on a network, but it still required manual publishing to post files, a process that could only be performed by the Information Systems (IS) Department. "Staff would send me files regularly, but depending on how busy I was at the time, it might take a couple of days before the document was actually posted on the intranet," said Brian James, Business Analyst and Web Administrator.

In an effort to remove the bottleneck, the IS staff searched for a faster and more versatile Web publishing solution. The solution had to be compatible with their current system, offer automated publishing capabilities, and allow departments to manage their own intranet documentation.

Technology Solution

Two solutions were evaluated: Net-It® Central by Informative Graphics® and Content Management Server from Microsoft®. Net-It Central proved to be the better solution because of its affordability and wide range of functionality. Net-It Central allows organizations to gather data that needs to be shared and centralizes it in one easy-to-use, self-publishing web portal.

IS professionals can offer departments the freedom and flexibility of maintaining their own intranet content using Net-It's Contributor feature. "I really like the Contributor function because medical staff can simply click on a button in the Net-It interface and do everything from publish files, to change document information, to specify posting and expiration dates," said James. Also, Net-It Central's automatic publishing feature eliminates the constant need for human involvement. "I just like having the program do the work for me. Users take control of their own documents without any intervention on my part," commented James on Net-It Central's hands-free functionality.

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Operational Results

The medical staff at NBPH readily embraced Net-It Central, using it to share documents such as meeting minutes, policies and procedures, instruction manuals, and medical statistics. "Anyone with computer access within the hospital is utilizing Net-It Central, including doctors, senior management and office clerks," reported James. "Users really enjoy the control of posting their own documentation."

Net-It Central not only made it possible for critical information to be available on demand, but also freed the IS department to focus on more demanding projects. "It would take hours to manually publish the same amount of documents that Net-It Central does each day. So if you look at it that way, our organization saves thousands of dollars every year in man-hours alone," commented James. "I also like the way you can modify the look and feel of the site, and thinking longer term I can see us using Net-It for our Internet to post things like newsletters, press releases, and articles."