

Case Study

Medical Board of South Australia



Client

Medical Board of South Australia

The Medical Board of South Australia is the registration body established to ensure the community is provided with medical services of the highest standard. Responsibilities include -

- registration of medical practitioners and specialists
- investigation of complaints.

All doctors wanting to practice in South Australia need to register annually with the board, with the due date being September 30. Missing the cut-off date for any reason means the doctor cannot practice. The MBSA posts registered doctors on their website - a vital reference for hospitals and clinics, and also available to members of the public - and relies heavily on their IT Infrastructure to provide these services.

Their IT Problem

The organisation's IT systems were almost 8 years old and very, very slow. Hardware was becoming expensive to maintain without warranty, the configuration was poor and their technology would not allow collaboration between the various departments of the organisation.

Data inputting was extremely labour intensive.
The system would crash on a regular basis.

The board had been approaching its IT support needs in a manner typical to most smaller organisations - using a reactive approach and calling in their IT support company only when there was a problem. Problems escalated to a dramatic level until finally, enough was enough. MBSA decided their entire IT system needed overhauling, and invited a number of companies to tender.

Choosing an IT Partner

MBSA Registrar, Joe Hooper explained what it was that set Vinet apart from the other IT companies who submitted tenders.

“We were looking for a small, local firm. We chose Vinet because of their personal approach. They valued personal relationships with their clients and put quite a bit of effort into building up their relationship with us.”

Case Study

The process

After a comprehensive systems review, it was decided that the first and most important area to work on was the technology underlying the registration process.

In the past, when the 6,000-odd renewals were received in the post in August and September, there were 6 weeks of laborious work and a lot of stress. Registrations were eftpos-ed. one by one manually, and only then were the details entered into the computer. Processing was limited to about 80 - 100 registrations per day.

A successful outcome

MBSA's registration system has now been completely streamlined, with time taken to complete registrations drastically reduced.

From 6 weeks down to 2

Vinet's smarter IT solutions mean that now, up to 500 - 600 applications can be processed in a day. This enables batch-banking at the end of each day which means there is no time constraint to finish individual processing and race off to the bank mid-afternoon, which was the old way of doing things. Applications are now processed by the system in bulk, removing the need to perform an EFTPOS transaction for each individual application. Now, data is keyed in once and when processing is finished, at whatever time of day or night, a single batch transaction is done directly with the bank - online!

Phase 2

Vinet is now working with MBSA on improving the integration of their entire IT systems. The Vnet team is also offering suggestions to further streamline MBSA's systems and align them closer to their business. This includes -

1. Integration between the areas of registration, complaints, finance and admin
2. Real-time updating of the website as opposed to the current 24-hourly update
3. Auto-transfer of data for printing of the doctors' certificates.

The Vnet difference

"Security has been improved, and there's no downtime! Regular maintenance and ongoing support is great, because it has given us structure. Now we have a proactive process, with one of the team coming in once a fortnight.

They don't treat us like dummies just because we don't understand IT - Vnet's team explain things in layman's language.

What's more, we've found Vnet to be very honest. For example, if we come up with an idea, and ask 'can you do this?' they don't just say 'OK' and go do it, which was very much what used to happen in the past. That was a very reactive, ad-hoc process and took into no account how the changes we asked for might affect other areas of our systems!

Vnet investigates how any change - no matter how minor it seems to us - will affect other areas of our systems or the way we work with them, then they come back to us with a better solution."

Bronwyn Semmler, Manager of Registrations

A final word from the client

"Vnet is a company that takes time to understand your business and your challenges, and help you meet your objectives in a timely manner. They place value on building a relationship with you and your business.

It was a big process, a huge change, so there were a few hiccups. We were very impressed with their willingness to put in the extra work, and help resolve the issues.

We like the fact that it's not just one person that we're relying on for our IT - that can get dangerous. Vnet have a whole team of specialists.

They're accountable, responsible... a young company keen to grow and excited about their business and what they have to offer their clients. They have certainly met our expectations of a partner for IT."

Joe Hooper, Registrar

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VInet
SOLUTIONS

Technically Speaking

Vinet's Small Business IT Solution for MBSA consisted of -

Services

- Pro-Active Maintenance Services
- Custom Software Development Services

Hardware

- HP ProLiant ML350G4 Server
- HP DLT Backup Drive
- Cisco Adaptive Security Appliance 5510

Software

- Microsoft Windows Small Business Server 2003
- Trend Micro NeatSuite
- Symantec Backup Exec for Small Business

