

## Police Services Group Arrests Information Issues with Office SharePoint® Server 2007

### Overview

**Country or Region:** Canada

**Industry:** Government

### Customer Profile

L'Association des policiers et policiers provinciaux du Québec (APPQ) provides legal services, insurance, and training for members of the Sureté du Québec, the Quebec provincial police force.

### Business Situation

The organization required a better information management system to improve productivity, attain a better view of documents, and streamline legal services for members' disputes with their employer.

### Solution

With help from Microsoft Registered Partner InterDoc Solutions, APPQ specified the requirements and selected Microsoft Office SharePoint Server 2007 to support the new information system.

### Benefits

- Better business intelligence
- Enhanced data security
- Improved productivity
- Cost savings
- Superior return on investment

“It’s simpler to collect everything we might need to help solve a member’s workplace issue, which means the force spends less time concerned about labour details and has more time for law enforcement.”

Luc Fournier, Vice-President, Finance, APPQ

When L'Association des policiers et policiers provinciaux du Québec (APPQ) decided to implement a new information management system to support the thousands of active and retired members of the Sureté du Québec – the Quebec provincial police force – the organization knew the solution would have to be secure, cost effective and simple to use. With help from Microsoft® Registered Partner InterDoc, APPQ honed its requirements and selected Microsoft Office SharePoint Server 2007 as the solution. Now the organization has a better view of information and simplified document management procedures. APPQ has also paved the way for inexpensive information system development, making it easier to help the association’s members address workplace issues.

## Situation

L'Association des policiers et policiers provinciaux du Québec (APPQ) is a small organization with a substantial mandate: the group supports the 5,200 active and 3,500 retired members of the Sureté du Québec – the Quebec provincial police force. APPQ provides members with legal services, health, life, and dental insurance, training, and other programs to help ensure their ethical, social and economic well being in accordance with the labour contracts negotiated with their employer. APPQ maintains insurance profiles for officers, and service history records to help officers work with the Sureté foster a positive, professional environment.

Information management is the cornerstone of APPQ's operation. But the existing information system no longer sufficed. Consisting of siloed databases, custom software for information access, and paper files stored in numerous cabinets, the system was difficult to navigate and hindered efficiency. For example, sometimes it was difficult to see that a member was involved in more than one formal proceeding, known as grievances. This lack of insight impacted the APPQ's ability to operate efficiently.

"Each grievance costs \$15,000 to \$20,000 to manage, so it was more economical to streamline the filing process and administer the supporting documents all at once," said Luc Fournier, Vice-President, Finance, APPQ. "Our members count on us to provide the most efficient and cost-effective services. Improved information management would help us do that."

The existing information platform also made it difficult to know who last accessed documents and changed them, so APPQ staff members couldn't track data errors. If the organization knew where the errors originated, it would be easier to identify whether they resulted from a particular

procedure that could be changed to improve accuracy.

What's more, the paper files were a challenge to search, increasing the possibility that APPQ staff members searching for important information to support legal and labour activities would miss data stored in the filing cabinets. And because the software behind the digital information management system was so unique, straightforward administrative tasks such as adding users and changing access privileges required specialized software skills, which were expensive to attain.

APPQ needed an improved information access mechanism to ensure all details related to managing workplace issues for members were accessible. Better search functionality would be central to the solution, but enhanced document management capabilities and simplified administration would also benefit the organization. Information security would play an important role, helping to ensure personal member details remained protected in accordance with provincial and federal privacy laws.

## Solution

APPQ hired management consulting and solution provider InterDoc Solutions to assess the situation. After receiving the results of InterDoc's strategic analysis, APPQ chose Microsoft® Office SharePoint® Server 2007 for the new information system. The content management and document search capabilities of Office SharePoint Server 2007 would help the organization improve record keeping and overall business intelligence, supporting APPQ's mission to help address member issues. Part of the 2007 Office system comprising desktop productivity software, communication applications and project management platforms, Office SharePoint Server 2007 would also enable APPQ to improve its business processes.

“Office SharePoint Server 2007 is scalable, which helped make it the right choice for APPQ,” said Danny Boulanger, Vice-President, Sales and Marketing, InterDoc. “The organization is relatively small from an employee point of view, but the membership is large and growing – and with every new member comes the potential that APPQ will need to consider new data management procedures. With the help of Microsoft software, the organization can add functionality without making substantial new investments in the underlying architecture.”

InterDoc customized the Office SharePoint Server 2007 interface to simplify data searches and document management. The consultants also helped APPQ identify new document handling procedures to streamline information access, and trained the system managers on administering user privileges so employees would only retrieve documents they were authorized to view. As well, InterDoc set up a simple management interface allowing APPQ to easily add, delete and change user accounts. Within a few months APPQ was using the new document management procedures to effectively aid its members.

## **Benefits**

The simplified data search capabilities in Office SharePoint Server 2007 have helped APPQ improve productivity. The system also helps provide better business intelligence and supports the organization’s need to safeguard member details against unauthorized access. The familiar user interface and simple system management features help the organization save money. And the scalability of the solution spells a superior return on APPQ’s technology investments.

### ***Better business intelligence***

The simplified data searches provide a more efficient understanding of member situations.

It’s easier to see previous or ongoing workplace issues related to each member, allowing APPQ to streamline the supporting documents and save thousands of dollars in management costs. As well, it’s easier to track and resolve data errors through the Office SharePoint Server 2007 interface, which allows users to see who last accessed the document. This helps APPQ understand if its procedures need to be changed or if employee training is in order to ensure data accuracy.

“Now all of our data is accessible from one place. “It’s simpler to collect everything we might need to help solve a member’s workplace issue, which means they spend less time concerned about labour details and more time on law enforcement,” Fournier said.

### ***Enhanced data security***

Office SharePoint Server 2007 is configured to allow information access by the user’s role, in accordance with the organization’s policies, so only authorized users can access specific documents. This helps APPQ maintain document security, which is an important aspect of managing information about police officers and data that might be required for labour dispute resolution. It’s also critical for health and insurance information, as federal and provincial privacy laws mandate strict personal-data access measures.

“The search engine in Office SharePoint Server 2007 is powerful – it recognizes who’s making the search request and only provides results that the user is allowed to review,” Fournier said. “It streamlines the search process while helping us maintain high data security.”

### ***Improved productivity***

The familiar Microsoft interface for Office SharePoint Server 2007 means APPQ’s

employees were able to begin using the system quickly, helping the organization improve its information management procedures sooner than would have been possible with other less-familiar systems. As well, the organization is using the new data platform to introduce a more efficient information-capturing process.

“Now instead of simply filing paper documents, we scan them as soon as we receive them, and we save them in the Microsoft-based information management system,” Fournier said. “We’re also working on scanning existing paper documents and turning them into digital assets. Our paper information vault should be nearly empty within the next five years, so it will be easier to search through all of the information we have.”

#### **Cost savings**

In the past, administering the information management system was expensive and time consuming – simple tasks such as adding users and changing access privileges required specialized software skills. Now APPQ can amend user access through a straightforward interface that’s easy to navigate.

“It would cost \$150 to \$200 per hour to hire a technician to make these changes on the old system,” Fournier said. “By allowing us to do it ourselves, Office SharePoint Server 2007 really does support our drive to be as cost-effective as possible for our members.”

As well, the Microsoft-based information management system is less expensive to support because updates are readily available.

“The long-term savings in terms of IT development are significant, especially for a small organization like ours,” Fournier said.

#### **Superior return on investment**

APPQ is taking advantage of Office SharePoint Server 2007 as a development platform to introduce new features. For instance, the organization is adding an insurance-information management module so users will be able to access member insurance details as easily as they access legal and labour information. This will help APPQ get an even better return on its investment from its Office SharePoint Server 2007 software.

“Our members expect us to provide good service while keeping any eye on our operational costs,” Fournier said. “Our information management system is part of that – it has to support our existing requirements, and it has to be scalable for the future, so we don’t face the cost of a new system for new functionality. Office SharePoint Server 2007 gives us that flexibility.”

## For More Information

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### Software & Services

- Office SharePoint Server 2007

### Partners

- InterDoc Solutions