

**Quick Facts**

Industry  
**Health and Medicine**

Employees **50**

User Base **50**

Headquarters  
**Melbourne, Australia**

Website  
**www.gpv.org.au**

Inmagic Product **Presto**

The Divisions of General Practice Program is the key component of the Australian Commonwealth Government's General Practice Strategy to encourage systems change in general practice and between general practice and other health service providers. In Victoria about 90% of GPs are members of the 29 divisions in the state. All Victorian divisions are members of General Practice Victoria (GPV), the Victorian state-based organisation that provides representation and advocacy, support, advice, information and resources to divisions.

GPV is a not-for-profit organisation that has grown 10 fold in the last 10 years with a resulting explosion of information needing to be managed. Before the implementation of Presto, tens of thousands of electronic documents were stored in an ad hoc folder structure on a shared network drive. GPV also had collections of hard copy items in its Resource Collection, and a Central filing system

- The core challenge: **to set up an efficient web-based system to bring together and manage all of GPV's information resources**
- The solution implemented: **Inmagic® Presto supplied by Maxus Australia**
- Overall result or benefit from implementing Inmagic software: **an efficient and easy to use web based information management system**

**Key Challenges**

- Manage large numbers of documents
- Bring the information collections under a common search interface and taxonomy
- Move from a culture of individualism and autonomy to a regulated and controlled environment

**Why Inmagic was selected**

- Prior experience with Inmagic software
- Presto integrates library and records management with its document management capabilities
- Availability of support from a reputable local supplier with long experience with Inmagic's software

**Operational benefits**

- Improved access to the wide range of documents and document types that GPV collects
- Centralised control of the Information system
- Self-service 24/7 for users

**Financial and Strategic Benefits**

- Efficiency is enhanced saving time and money
- GPV has been able to implement its compliance program

**Organisational Benefits**

- Easy to use, scalable solution
- Saves time getting information to those who need it
- All GPV staff are involved in the development and use of the system

**Find out more about Presto**

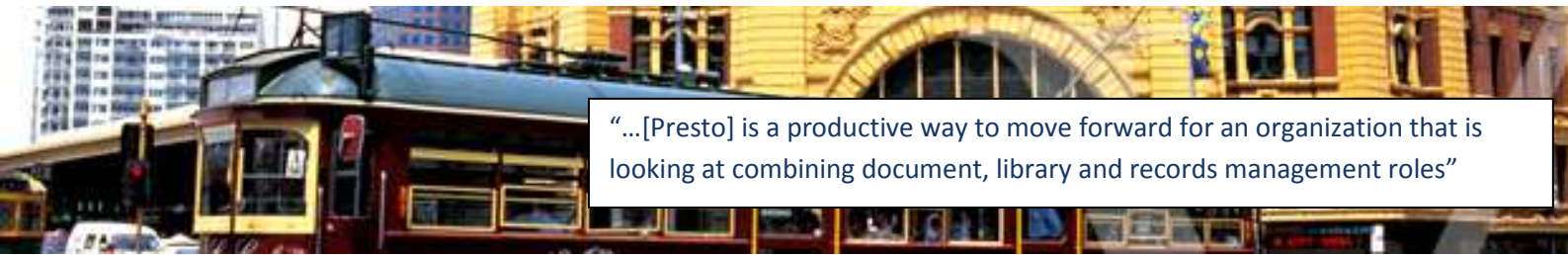
**Contact** Maxus 03 9646 1988

**Email** [maxus@maxus.net.au](mailto:maxus@maxus.net.au)

**Web**

[www.maxus.net.au/presto.htm](http://www.maxus.net.au/presto.htm)

[www.inmagic.com/social-knowledge-networks](http://www.inmagic.com/social-knowledge-networks)



“...[Presto] is a productive way to move forward for an organization that is looking at combining document, library and records management roles”

## Background

When Jill Aron was appointed to take control of the Library and Records Management operations, there was a pressing need to rationalise and improve the information systems. Says Jill, “In 10 years we had moved from four filing cabinets to several thousand library resources and many tens of thousands of organisational electronic files on a shared network drive. Copies of documents were being kept on personal drives, as open access and poor search capability had engendered a distrust of the systems.” Library resources and hard copy business files were catalogued in Access. As a result says Jill, “Information was stored in silos and we had unhappy, disgruntled users.” This situation was causing inadequate service outcomes and reduced public relations, internally and externally.

## Action!

Jill’s brief was to achieve two principal objectives

- Integration of the existing “information silos” into a single web-based search engine and data repository
- Movement from individualism and autonomy to a cooperative and regulated environment

As she investigated the options, Jill realised that she needed a single web interface that could handle library resources and business records as well as interact with the existing CRM system that was to be retained. Other drivers for change were management support for an improved Information Management system and a project that was being implemented concurrently - the Information Management Maturity Framework (IMMF). This is a tool which enables a staff focus group to measure and benchmark current information capacity, and then implement improvements to raise Information Management standards.

At this point Jill became aware of Presto. “It dovetailed *perfectly* and beautifully with what I was wanting to do” so the choice of software became obvious. Presto was purchased and implemented. Electronic documents were loaded into Presto, together with Library and Records data which were transferred from the old systems into Presto. A regular procedure was set up to transfer updates from the CRM system into Presto. Purpose built taxonomies that match the business processes at GPV were devised, offering staff easy access to the full range of information types either by browsing the taxonomies or by using Presto’s search capability, which extends to the level of full text searching. As an added bonus, Presto enabled GPV to enormously lift its Information Management capability in Records Management, measurable within the IMMF and raising the benchmark score.

Since Presto’s implementation there have been challenges to tackle along the way. The familiarity of the old and the fear of the new was an ongoing challenge for staff. However, Jill, with the support of her manager, was able to ‘hold the line’ and convince staff that it was a worthwhile project and that the outcomes would be worth the angst. There are still difficulties with compliance and probably always will be. However, one way in which Jill is addressing this is by participation in the fortnightly staff meetings, presenting brief sessions highlighting features of the system and helpful tips in its use.

GPV now has a Compliance Program, re-achieved its triennial accreditation from the Quality Improvement Council (QIC) and continues to improve its IMMF records management benchmark. Presto has provided a productive way to move forward for staff and for the information management processes at GPV.