



Digitalisation : The Key To Compliance

How **digital transformation** can ensure **compliance conformity** across industry, from workflow automation leader Intoware.



Content

2) Compliance: A Necessary Challenge for Companies

4) The Role of Digitalisation in Compliance and Risk Management

9) Addressing Concerns Around Data Security

10) Making the Case

11) Where To start

15) Conclusion



Compliance: A Necessary Challenge for Companies

For many companies, keeping up with compliance and regulatory requirements can feel like a daunting task. And rightly so.

From observing health and safety criteria, to meeting data regulations and fulfilling supplier pre-requisites, the list of compliance-related tasks facing organisations is often lengthy, with more than 61,000 regulatory alerts issued last year alone, according to Thomson Reuters*.

Of course, keeping compliance requirements in check and proactively monitoring and managing processes to ensure conformity at all times is a necessary part of running a successful and well-functioning business, whatever its size or sector.

But with regulation expected to increase in the future, especially as areas such as sustainability rise fast up the industry agenda, having the right systems in place to manage compliance both efficiently and effectively is crucial if a business wants to avoid penalties.

*<https://www.raconteur.net/risk-regulation/risk-based-approach-compliance-costs>



Workflow automation tools such as Intoware's **WorkfloPlus** can help achieve this, minimising the cost and time expenditure that comes with the paper-based systems many companies still rely on to this day, and providing organisations with the peace of mind that they're able to keep pace with the fast and ever-changing world of compliance.

And, such tools can also support risk management, too, in areas such as employment litigation. Digitally capturing information from employees about their experience and qualifications can ensure workers have the right expertise to carry out the tasks required, reducing the chance of workplace accidents or litigation cases further down the line.

Tools such as **WorkfloPlus** can check workers' skill sets and provide standardised step-by-step instructions as well as training tools and remote expert guidance, to ensure tasks are carried out correctly and effectively, every time.

And, everything is recorded digitally too, meaning reports can be generated and shared as and when they're needed. No more searching through paper trails when the pressure is on.

Digital workflow tools can ensure compliance and risk management is taken care of quickly and efficiently, providing companies with invaluable peace of mind.



The Role of Digitalisation in Compliance and Risk Management

Let's start with the basics: What is digitalisation?

Put simply, it's when an organisation's data is processed through advanced digital technologies, such as Intoware's **WorkfloPlus**, to drive major change in business processes and outcomes. The results are transformative.

Processes that take up a lot of time and resources for a business using paper-based systems can be reworked digitally to become more efficient, while also improving accountability when it comes to compliance and risk management:



Greater Transparency

Transparency is key when it comes to compliance. However, the numerous audit trails and lengthy paper documents that often come with regulatory checks and compliance processes can sometimes cause confusion and even risk non-compliance down the line.

Digital audit trails are much easier managed and maintained.

Information such as who has accessed workflow instructions, when they were accessed and any changes made, can all be captured and recorded.

This enables companies to keep a comprehensive log of activities to demonstrate compliance during audits and inspections, offering increased traceability and accountability to validate adherence to regulatory requirements.

Standardised Processes

Equally, compliance often requires adherence to specific processes and protocols. Employees often have developed their own methods and short-cuts for tasks over time but these deviations – however small - can risk compliance issues later down the line.

Digital work instructions serve as a powerful tool for standardising workflows and ensure consistent execution of tasks across the workforce, providing clear step-by-step instructions to minimise the chances of errors or deviations from the established procedures.

This standardisation helps to maintain regulatory compliance and avoid penalties resulting from non-conformity.

Upskilling the Team

Compliance often requires employees to undergo specific training and hold relevant certifications. Digital work instructions can be used to create training programs, so companies can track and manage what training has been completed by each employee.

By monitoring training progress and certification validity, businesses can ensure that only qualified personnel perform tasks that require specific qualifications. This tracking capability also provides assurance that regulatory compliance is upheld throughout the workforce.

Maintaining Consistency in the Workforce

Workforce turnover is inevitable in any organisation as older employees retire and people move on. The loss of workers involved with any compliance-related task is that they take their knowledge and skill set with them, risking another less informed employee not carrying out the task as is required.

Relying on employees to accurately hand over their knowledge to the rest of the team naturally risks inaccuracies that could jeopardise company compliance and lead to penalties.

Digital workflows allow tasks and processes to be inputted with employee collaboration, harnessing workers' knowledge – along with the insights and expertise they've accumulated over the years. This way, the instructions are readily accessible for the next employee to follow, providing reassurance for the company that there is consistency in the way compliance and regulatory procedures are managed, despite changes in the workforce.

Change Management

By its very nature, regulation is changing constantly with industry standards and rules being reviewed and updated all the time.

Staying aligned with these ever-changing requirements is a mammoth task and one we frequently hear causes headaches for businesses across the globe.

Digitalising critical procedures and guidelines allows businesses to easily update and distribute instructions in real time, ensuring employees are notified of changes promptly and can always access the most current information. In turn, helping organisations to stay aligned with evolving regulatory requirements and promptly address any necessary changes – reducing the risk of non-compliance due to outdated documentation.

Reporting

The beauty of digital workflows and automation when it comes to compliance is that reports can be generated as soon as a task is completed and, with WorkfloPlus, customised to meet the regulatory requirements.

Every step in a workflow is automatically digitally timestamped, with the ability to take photo or video evidence as proof of compliance along the way. So, there is always a 100 percent accurate electronic trail which can be instantly accessed.

Customer Case Study

Carrio Cabling Corporation

Based in Colorado Springs, USA, the Carrio Cabling Corporation designs, engineers and manufactures custom moulded cable assemblies for global medical and military markets. The company turned to Intoware in search of a new way to deliver a clear audit trail to satisfy regulatory requirements.

The custom-built data dashboard in WorkfloPlus offered a data feed that can be analysed in real-time, so managers are able to generate hourly data reports with a level of insight that was never previously possible, so individual assembler rates can be easily compared and contrasted to help improve efficiencies and crucially, prevent future production bottlenecks.

It also ensured a thorough audit trail that satisfied customer and regulatory needs, as an ISO manufacturer Carrio Cabling required a clear audit trail demonstrating who built the assembly; when it was built and on what assembly line and finally; what revision it was built to.

The manufacturer quickly found all this data could be accessed quicker and with greater accuracy compared to when this data was manually logged.



"We quickly found that WorkfloPlus automatically compiles data faster and with greater accuracy than if our assemblers were to manually log this data themselves. Since we have thousands of lines that we can build, seeing how quickly we could digitise was key, depending on the complexity we can migrate and digitise an assembly in just 20 to 90 minutes.

"We justified WorkfloPlus on how much it would cost to hire someone to collate this same data, before an individual employee would gather, track the rate of production and what assemblers had built. By automating this work in real-time it simply pales in comparison to what we'd pay an operator to complete the same work, plus we wouldn't get the information as quickly to act on it as required."



Miles Carrio, Senior Manager, Carrio Cabling



Addressing Concerns Around Data Security

When it comes to digital transformation, data security is usually one of the main concerns organisations have.

From employee data, to processes relating to sensitive and sometimes classified equipment, businesses are often worried that digitalisation could actually jeopardise their compliance and regulatory requirements – rather than help.

However, data security need not be a barrier to transformation, and working with a supplier who is themselves fully compliant with the latest security requirements is key.

WorkfloPlus can be hosted within a customer's private cloud environment, whether that be Azure, AWS or any other upon request. Or, if sufficient, we offer hosting ourselves on a Microsoft Azure Shared Cloud environment.

And, we are also ISO27001 certified (an international standard to manage information security) and adhere to standards set by OWASP, meaning we build software securely and follow best practices from a security standpoint.

Making the Case

The business case is clear for utilising digital workflows to manage and maintain compliance and risk >>>

1) Greater transparency allows companies to demonstrate compliance during audits and inspections.

2) Standardised processes can be created, reducing room for error or deviations from established protocols.

3) Companies can track, manage and deliver employee training to ensure regulatory compliance across the workforce.

4) Less risk of non-compliance occurring as a result of workforce turnover.

5) The ability to notify the workforce of changes in regulatory requirements promptly.

6) On-demand digital reports customised to meet compliance requirements.

Where To Start

The idea of moving every compliance, regulatory and risk management procedure into the digital realm can feel overwhelming. At Intoware we always recommend starting simple and putting employees at the heart of the process. Our three-step onboarding plan will help guide your company through:

Engage

We know that there is no 'one size fits all' strategy when it comes to helping businesses embark on their digital journey – especially when it comes to compliance - so our in-depth customer onboarding process begins with putting your organisation's team front and centre.

We begin with a discovery session to fully understand your needs and identify where WorkfloPlus can help the most, working with you to determine your compliance and risk management requirements and procedures, and to look at how digital workflows can help.

Design

Next, it's time to build the workflows and put them to the test with a short pilot project. We train the workforce to manage the new digital workflows, run jobs and access data. And, if integration with third-parties is required, we can make sure this happens by creating bespoke solutions.

Throughout this stage and beyond, we work closely with the people who will be using the technology, making sure they are comfortable using the product and overcoming any concerns they may have around digitalisation.

Deploy

Once your pilot project has been completed, the obvious next step is to upscale it. However, it's important to review the initial results and workforce engagement with the tool in order to ensure success.

We conduct a business review to look at what's worked, what hasn't and what has been delivered. By talking to employees about these factors, we can work with you to look at what WorkfloPlus can do better to meet people's individual needs and put in place a new roadmap to deliver and sustain the next wave of compliance digitalisation within your business.



Customer Case Study

Dŵr Cymru Welsh Water

Dŵr Cymru Welsh Water turned to new technologies and put WorkfloPlus in place to develop digital processes to help their engineers.

Owned by Glas Cymru - a not-for-profit company which supplies drinking water and wastewater services to most of Wales, Herefordshire and parts of Deeside and Cheshire - Dŵr Cymru Welsh Water provides an essential public service to the households, businesses and the environment in Wales. It is a highly capital intensive business, with assets that will serve many future generations

WorkfloPlus's ability to quickly and easily transform any paper processes to a digital format means Dŵr Cymru Welsh Water Engineers can follow the same process wherever they are and in any work environment or operating condition they can find themselves in.



"There is a constant need to provide evidence to both internal and external regulators regarding quality, health and safety and environmental controls. Having the ability to track and report on the development of a process was not possible with our old paper processes."



Cerys Middle, Works Operating Team Manager, Welsh Water

Conclusion

No matter what the sector or size of organisation, compliance matters, as Brad Flook, sales director at Intoware, explains:

“At Intoware we help customers from across a huge variety of industries to stay compliant, from meeting health and safety rules within the Oil & Gas sector, to maintaining production standards in pharmaceutical manufacturing or upholding quality in utilities.

Digitalisation and tools such as WorkfloPlus have the power to transform how any business manages and maintains its compliance and regulatory responsibilities.”

WorkfloPlus Making The Complex Simple

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