

Goulburn Valley Water

Content Manager workflow with iCognition Ingress Workflow

streamlines and safeguards digital approvals to increase stakeholder efficiency.



Who is Goulburn Valley Water?

Goulburn Valley Water is a state-owned Government Business Enterprise (GBE) providing water and wastewater services to a population of 135,000 (over 60,000 customers) in 54 towns who are connected to 37 water supply systems and 26 wastewater management facilities. Its operating region extends from the outskirts of Melbourne in the south to the Murray River in the north, covering approximately 20,000 km².

Seeking a More Efficient and User-Friendly Digital Signature Solution

In May 2023, Goulburn Valley Water faced challenges with its existing digital signature platform, DocuSign, which had been integrated with Content Manager (CM) via stepped actions. While this process was functional, it proved inefficient for end users, causing delays and additional work. The approval process was complicated by Goulburn Valley Water's internal processes. The added complexity of users being able to complete actions assigned to others, creating problems that needed to be addressed.

"All of our executives have welcomed the change,"

"Almost every approval procedure now goes through Ingress Workflow, and it is streamlining and standardising our processes."

RACHAEL HOWDEN

Team Leader

Records Management at Goulburn Valley Water

Additionally, the approval process required two distinct steps: signing the document and completing the action. Users sometimes completed one step but forgot the other, causing further delays. Compounding this issue, even minor changes to a document would invalidate the existing signature and trigger a new round of review and signing by all relevant parties, resulting in extra work and unnecessary delays.

The organisation sought a new solution that would streamline approvals and better align with their internal processes. They evaluated several options, considering whether to continue with another signature solution that mimicked the current process or to move to a more streamlined workflow.

Nicholas Fripp, Sales Director at iCognition, explains, "While Goulburn Valley Water had previously trialled other solutions, they weren't meeting the needs of the organisation. They needed a more streamlined process to improve approval tracking and deliver better executive reporting, but the exact path forward wasn't clear."

The Solution: Ingress Workflow Implementation

The team decided to implement iCognition's Ingress Workflow solution, which has been built around OpenText Content Manager to complement the inbuilt Content Manager workflow engine. iCognition recommended this implementation of Ingress Workflow to decrease approval time and easily share and manage the digital signature process securely and in one place for stakeholders. iCognition consultants managed the implementation of the solution to the customer, as well as business analysis for the design, configuration and training.



At a Glance

- **Industry**
Government
- **Location**
Australia
- **Challenge**
Implement a more efficient and user-friendly digital signature solution
- **Products and Services**
OpenText Content Manager
- **Success Highlights**
 - + 18,500 workflows processed
 - + 25 different graphical analytics charts created
 - + \$15,000 software cost saving
 - + 275 active seats implemented across the entire organisation

"We couldn't be happier, there have been resounding gains in efficiency, the most impactful being having a single point of approval and the ability to have everything in one place."

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Team Leader
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Successful Content Manager Implementation with Internal Stakeholders

At the core of the solution was the OpenText workflow engine within Content Manager. OpenText workflow provided the core functionality for approvals and records management, and iCognition's enhancements to the workflow with its solution called Ingress Workflow provided a user-friendly interface for stakeholders to work within and navigate more easily.

The new workflow eliminated the need for users to manage separate steps for signing and completing actions, reducing the risk of incomplete approvals. The redesign also addressed the previous issue of users completing actions assigned to others, making the process more secure and streamlined. Furthermore, the solution resolved the problem of invalidated signatures caused by minor document changes, removing unnecessary delays in the approval process.

Potential for Many More Use Cases

The main challenge during implementation was getting stakeholder buy-in and training them in the new process. Nicholas added, "We took a phased approach, conducting trials first, and once we showed stakeholders that the process can be digitised, we were able to fully commit to moving as much as we could to the new process."

Following the project's success, iCognition has been regularly engaging with Goulburn Valley Water, providing ongoing advice on where further optimisations can be made. As Rachael and the team are discovering additional opportunities with Content Manager, new use cases continue to emerge. "Many departments have relished the dashboard feature and requested additional charts to be created to ensure they are keeping their finger on the pulse across their teams," commented Rachael. Nicholas commented, "We look forward to continuing our valued partnership with Goulburn Valley Water, and working together on future projects to help them achieve a greater return on investment across their wider information management landscape."

The result was easy-to-use, fully automated workflows, drastically decreased approval times, and greater engagement from all staff and management in following processes and having a single point of approval in one place. "We couldn't be happier, there have been resounding gains in efficiency, the most impactful being having a single point of approval and the ability to have everything in one place," says Rachael. Ingress Workflow has been implemented across the entire organisation with 275 active seats. The redesign of the organisation's processes took one month to complete, with over 18,500 workflows being processed and 25 different graphical analytics charts being created, in two months overall, including time spent on the training of stakeholders. The move to Ingress Workflow also enabled Goulburn Valley Water to remove the need for an alternative solution they were trialling at the time, culminating in a \$15,000 software cost saving.

Howden concludes, "iCognition provided great support in the integration of Ingress Workflow and Content Manager. They have a long-standing relationship with OpenText, and their expertise and understanding of the solution shone through during the implementation and while supporting the team with training throughout the process."

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RACHAEL HOWDEN
Team Leader
Records Management at Goulburn Valley Water

OpenText Content Manager is the enterprise records management platform at Goulburn Valley Water which has been in place for many years as their core records repository.