



Maryborough District Health Service Case Study

Tara Cramer, Operations Manager of Maryborough District Health Service, shares how Convene supports board meeting operations with its powerful and intuitive features.

Maryborough District Health Service (MDHS) is a high quality regional service in Victoria that provides health care to Central Goldfields and Pyrenees Shire. Their board meets 11 times a year to discuss initiatives that ensure nothing short of excellent health service is delivered to their communities.

With 13 members on their board, Tara shares that the MDHS staff would have to manually compile and convert Word files of their board packs into PDFs then upload them to DropBox. Afterwards, their directors would have to download these to their respective devices, and repeat this process again should changes arise. This task took a toll on their organisation, as each board pack would reach up to 100 pages, making it difficult not only to organise and disseminate, but to track and monitor whether or not directors received the most updated version as well.

Recommended Solution

Because of this, Tara took the opportunity to go through the recommended board portal providers of the Loddon Mallee Rural Health Alliance, a rural coalition which they are a member of, as part of their initiative to move to paperless meetings. Among the shortlisted products, Tara says that Convene beats out competitors like Diligent and BoardVantage as it is the most economical and user-friendly solution.

Maryborough District Health Services (MDHS) provides comprehensive health services to communities in Victoria, Australia. They have been using Convene to conduct paperless meetings since May 2018.



“The directors saw how easy it would be to review the whole agenda with Convene, as well as keep up with the board chair when running actual meetings. The Convene Team is also always in contact, ready to provide support whenever we need it. Add the fact that Convene is very affordable... it’s fantastic to date.”



Features

Pre-Meeting Management

- ✓ Schedule and publish one- or multi-day meetings
- ✓ Build the agenda via drag and drop
- ✓ Circulate meeting packs and last minute amendments in one click
- ✓ Monitor agenda delivery status
- ✓ Send and receive meeting notifications
- ✓ Create Private or Shared Annotations online or offline

Meeting Presentation

- ✓ Conduct remote meetings
- ✓ Present, vote, and collaborate in real-time and on any device
- ✓ Use live meeting tools such as Shared Annotations, Laser Pointer Tool, and Page Synchronisation
- ✓ Navigate through the board pack by agenda item or page thumbnail
- ✓ Take meeting minutes and notes easily

Post-Meeting Management

- ✓ Send Meeting Summary instantly via email
- ✓ Export meeting pack as PDF for distribution and record keeping
- ✓ Generate minutes instantly using a custom template

Powerful Collaboration Tools

- ✓ Document Library
- ✓ Voting
- ✓ Resolutions
- ✓ Review Room
- ✓ Announcements
- ✓ E-Signature

Intuitive and Powerful Features

MDHS' top priority when it came to selecting a board portal was its ease of use and intuitive features, not just for their board members but for their administrative team as well, most especially when it comes to modifying and making changes to already distributed board packs. This was first tested out during an online demonstration conducted by the Convene Team. Tara shares that there was positive feedback from the board after the demo. "The directors saw how easy it would be to review the whole agenda with Convene, as well as keep up with the board chair when running actual meetings."

On the administrative side, Convene's Agenda Builder meets their need to streamline their process by making the process of updating their board packs easier and more efficient. With Convene, they no longer had to go through the tedious process of manually organising and managing meetings. All they had to do was upload newer versions and distribute them to their directors at the click of a button. They can now monitor and track the delivery status of the board packs, ensuring that each director is informed of any changes and kept up to date.

Fantastic Support

Apart from Convene's features and ease of use, Tara commends Convene's support. "The Convene Team is always in contact, ready to provide support whenever we need it. Add the fact that Convene is very affordable... it's fantastic to date."



Government-Approved Security Features

User Accounts, Document, and System Security Preferences

- ✓ Role Based Access Control
- ✓ User Logs and Activities
- ✓ Account and Password Policies
- ✓ Session Timeout and Sign-in Retry Limits
- ✓ Multi-Level User and Document Encryption*
- ✓ Document Watermark

Device Security

- ✓ On-the-fly Decryption Model
- ✓ Remote Data Wipe and Automatic Purge

Secure User Authentication

- ✓ Touch ID
- ✓ Active Directory Integration**
- ✓ Multi-Factor Authentication***

* Data at rest is protected with AES 256-bit encryption while data in transit is protected with 2048-bit Transport Layer Security and RSA 2048-bit encryption

** Access Directory Protocol (LDAP) or Active Directory Federation Services (ADFS)

*** One-time Pin (OTP), Device Registration

Hosting Options

Cloud (Hosted)

- ✓ Data Segregation
- ✓ Multiple Availability Zones
- ✓ 24/7 Intrusion Detection System (IDS)
- ✓ Back-up and recovery

On-Premise (Self-Hosted)

Book your 30-day free trial at
azeusconvene.com/trial

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