

ZAVANTA[®] Means Business

The **Zavanta knowledgebase system** is a proven, practical way to give your team clear direction and ensure that **everyone knows what to do**[®]



Whether you are dealing with competitive pressures, organizational change or regulatory compliance, the Zavanta knowledgebase system delivers big business benefits in **improved staff productivity, improved team performance, improved quality, and reduced costs**. Zavanta makes it easy to capture, manage, and distribute "how to" knowledge and best practices across the enterprise.

Operations / Performance

When everyone knows what to do, your team is ready to win. But, when key "how to" knowledge is locked up in individuals' heads or buried somewhere—on "sticky" notes, in e-mails, or in out-dated, unused manuals—performance suffers and serious operations problems are common.

Zavanta is a practical, proven system to standardize operations, implement best practices, and improve staff performance in any area. A Zavanta operations knowledgebase ensures critical knowledge flows where ever it is needed to keep everything on track. Management has clear visibility into process details and everyone knows the best ways to complete individual tasks. **Read user stories** in the following pages and discover how Zavanta can help your organization **implement best practices, improve quality and service, manage risk, train staff cost-effectively**.



Operations / Performance

Change Management

Change doesn't have to disrupt operations when everyone knows what to do. A Zavanta operations knowledgebase helps your organization successfully manage any type of business change and give your employees clear direction so they can capitalize on new opportunities.

With a Zavanta knowledgebase, even the largest organization can quickly adapt to change. Managers and process teams review the knowledgebase in advance to assess areas of impact, and then update it with new process changes. Zavanta automatically distributes approved updates to affected employees or your entire workforce so everyone stays informed and in sync. Because everyone knows what to do, you prevent costly downtime, errors and confusion. **Read user stories** in the following pages and discover how Zavanta can help you manage changes such as: **rolling out new systems, mergers, expansion, re-structuring, opening new offices / locations**.



Change Management

Compliance

Zavanta knowledgebase software has proven to drastically reduce the time, cost and effort of meeting compliance goals and minimizing financial risk, especially in Finance, Banking and Healthcare. Zavanta's versatile framework gives you a single tool to support multiple compliance initiatives. The knowledgebase keeps all process related information controlled, centrally accessible, and up-to-date. Zavanta content can be easily re-cycled or re-purposed to address multiple compliance requirements—saving staff time, auditor time, and reducing administrative burdens.

Read user stories in the following pages and discover how Zavanta is being applied to support regulatory and quality standards including: **Sarbanes-Oxley , ISO 9001:2000, ISO 14000 , HIPAA, HEDIS, Total Quality Management (TQM), Six Sigma, Malcom Baldrige**



Compliance

Standardize Best Practices

Operations Directors are using Zavanta to manage and maintain process consistency, improve performance, and reduce serious errors.

Zavanta Helps Service Firm Reduce Errors and Standardize Service Across 100 Locations

By systematically communicating best practices across all their 100 branch locations using Zavanta, one national service organization has reduced transaction errors and increased customer satisfaction.

Any employee from any location is now able to access standard operating procedures and protocols from the company Intranet. Tasks are completed the same way in all locations, minimizing errors and increasing efficiency. Updates are instantly communicated to all locations over their Intranet, keeping everyone in sync.

Transferring Best Practices with Zavanta Saves Marketing Services Firm \$30,000 a Month

A large, marketing services firm discovered a high number of recurring errors in their mailing group. After investigating the problem, they discovered that the "star" performer—who had a very low incidence of errors—followed a different procedure for completing his work than the others did.

Using the Zavanta knowledgebase system, managers were able to reduce overall errors by 75% and saved \$30,000 a month just by transferring the knowledge of the star performer into a standard best practice. Once everyone in the workgroup could access the most effective method of completing the job, performance improved dramatically.



**Optimize staff performance.
Improve visibility and direction.**

Service / Quality Improvement

Customer service managers are using their Zavanta knowledgebase systems to improve service quality and efficiency—especially in high volume call centers.

Zavanta Helps Call Center Dramatically Reduce Call Handling Time

The billing call center at one large managed care provider **reduced their call handling time so dramatically they needed to set a higher performance standard.** After the center replaced their ineffective "white binder" reference guides with a Zavanta knowledgebase, even the slowest rep quickly began exceeding the old target. Service reps now have up-to-the-minute policies, procedures and best practices instantly accessible and they can answer member's questions faster and more accurately, increasing customer satisfaction ratings.

Zavanta Helps Insurance Firm Improve Speed and Consistency of Claims Processing

A large Midwest insurance firm uses their Zavanta knowledgebase to ensure that Claims Analysts process claims consistently for all members. **The standard protocols for handling thousands of claims situations are immediately available to analysts online—increasing speed and accuracy.** Service managers can easily reference correct procedures and assess accountability. Changes to policies and procedures are automatically distributed to all analysts via their Intranet, keeping everyone up-to-date and service consistent.

User Stories:

Operations /Performance, cont.

Risk Management

Every organization is looking for ways to mitigate risk by protecting staff, facilities, and business assets against loss, injury, and fraud.

IT and security managers use the Zavanta knowledgebase system to **protect key employee knowledge, implement security and disaster plans, and reduce financial risk** through systematic review of control processes.

Zavanta Protects Critical Knowledge for Financial Brokerage Network Support Staff

One national financial brokerage firm loses \$1 million for every five minutes its transaction server is down. They learned a hard—and expensive—lesson in risk management one day when their server crashed and the only engineer who knew the complete re-start protocol was out of the office. Their facilities were secure yet they had neglected to protect the key knowledge necessary to prevent a costly service interruption.

Using their Zavanta knowledgebase system, the Network Support group captured all their expert “know how”—including nuances, tricks and troubleshooting information. **Mission-critical knowledge is available 24 hours a day** to the worldwide network support staff—reducing risk and loss.



**Optimize staff performance.
Improve visibility and direction.**

User Stories:

Change Management

New System Rollouts

Successful internal roll outs are critical to achieving ROI business benefits for new systems, technology, and business practices. Process improvement, IT, and training teams are using their Zavanta knowledgebase systems to successfully implement new technologies as well as business process changes.

Zavanta Helps Insurance Firm Beat Deadline for New Software Rollout

A large midwest insurance company faced a major challenge to roll out a more efficient Claims Processing system to all their divisions.

“We faced a strict deadline for software implementation—and we were also changing the processes people go through every day to do their work.”

The Zavanta knowledgebase system gave them the tools they needed to **rapidly design, communicate and roll out effective new work procedures** affecting every aspect of their core business.

“[Zavanta] helped our associates learn the new software and the new processes quickly. We completed about 600 procedures within four months. **It helped us meet our critical deadlines ahead of schedule.**”



**Easily adapt to change because
everyone knows what to do.**

User Stories:

Change Management, cont.

Mergers and Business Expansion

Major change has widespread operations impact for organizations. Work disruptions and difficult transitions can be very costly. Operations executives are using the Zavanta knowledgebase system to ease transitions, standardize operations, merge cultures, and facilitate strategic changes that result from business mergers, expansions, realignments, and new ventures.

Zavanta Helps Managed Care Organization Support Major New Contract

A new contract to administer health coverage for a major federal employer had far reaching operations impact for a large, West Coast managed care organization. To ensure the detailed performance requirements of the new contract were fulfilled, it was essential for their operations management team to review and optimize all internal procedures and quickly train staff on new customized best practices.

Using their Zavanta knowledgebase, **managers were able to rapidly identify, update, and distribute new best practices** to support the contract. In addition, having a common system across functional areas and a centralized knowledgebase increased inter-department communication, helped eliminate a “silo” mentality, and is helping identify many new performance improvement opportunities.



Easily adapt to change because everyone knows what to do.

New Locations / Multiple Offices

Expansion into new locations and managing multiple offices pose major logistical challenges. Success requires clear remote communication and close coordination. Operations and facilities managers use Zavanta to ease transitions, coordinate moves, and more effectively manage a distributed workforce.

Zavanta Helps Court System Coordinate Operations Across 18 Divisions and 10 Locations

Moving a large County and Circuit Court system to a new facility was a major undertaking for the Chief Deputy Clerk of Operations. Every basic procedure from security to using the phones was changing. Communication between hundreds of employees in 18 divisions and 10 locations had to be maintained and coordinated. Service to the public also had to be maintained during and after the move.

With Zavanta, the Court's operations and management staff rapidly developed new standardized policies and procedures and automatically generated a custom website that employees could access from every location. Now that the move is complete, **Zavanta helps the Court distribute procedure information rapidly and accurately throughout the system.** "We are maintaining a website of 500-1000 procedures to support over 800 statutes, rules and regulations and it's a snap."

Sarbanes-Oxley

The Sarbanes-Oxley Act, in particular Section 404, is currently a major challenge for many organizations and is changing how they operate internally. Zavanta not only helps these organizations document process and financial controls, but also provides tools for designing internal accountability, disaster recovery, security, and change management procedures.

Internal Audit departments, corporate compliance officers, and IT managers are applying the Zavanta knowledgebase system to re-evaluate business processes and efficiently address Sarbanes-Oxley requirements.



**Streamline compliance effort.
One solution supports multiple initiatives.**

Zavanta Selected Best Sarbanes-Oxley Solution for Real Estate Management Firm

The Internal Audit group of a large, publicly-traded real estate management firm needed an **efficient system for capturing and reviewing internal control procedures** for Sarbanes-Oxley compliance. They needed to standardize financial controls across departments as well as embed "control consciousness" in the company culture. By requiring processes to be consistently and accurately documented, both management and auditors could realistically assess process controls and test effectiveness.

After an extensive software product review, they selected the Zavanta knowledgebase system as the best SOX software solution for their needs, citing its ability to provide the structure, flexibility and power they required to support their compliance and management objectives.

ISO 9001:2000; ISO 14000

Hundreds of organizations across all industries use Zavanta as the foundation of their Quality Management system. Quality assurance and compliance directors are using their Zavanta knowledgebase system to achieve and maintain ISO registration, facilitate the ongoing audit process, and reduce related administrative costs.

Zavanta Helps Data Storage Manufacturer Achieve ISO 9001:2000 Certification in Half the Expected Time

Zavanta enabled one data storage manufacturer to rapidly achieve ISO 9001:2000 certification. According to their Quality Assurance Director:

"[Their knowledgebase system] . . . played a key role in helping us document our company and quality policies (Quality Manual), procedures and work instructions in record time. **We achieved certification in 6 months of launching our ISO initiative—this is less than one-half the time required by most organizations.**

The result has been a highly streamlined process for getting consistently structured procedures written, reviewed and released to the employees—all in a highly controlled, easy to maintain fashion. . . . Old-style word-processing-based systems just can't compare with [Zavanta's] speed, quality and ease of use."

HIPAA and HEDIS

The Health Insurance Portability and Accountability Act (HIPAA) and Health Plan Employer Data and Information Set (HEDIS) are just two of the regulatory compliance and quality system measurements in Healthcare and Managed Care insurance. IT Directors, Customer Service Directors, and Quality Officers are using their Zavanta knowledgebase systems to successfully demonstrate compliance and achieve service goals in these areas.

Zavanta Reduces Compliance Burden and Audit Time for Managed Care Organization

For one managed care organization, demonstrating procedural compliance became a major cost and operations burden. Policy and procedure information was scattered, haphazard and out of control. "We didn't know what we had, what state it was in, or where it was." Every audit resulted in a mad scramble to prepare in every department—distracting everyone from regular tasks.

Their Zavanta knowledgebase **gave them back control by keeping all their policy and procedure information centrally accessible, and up to date.** They no longer had to "re-invent" the wheel for every audit—saving staff time, auditor time, and reducing administrative burdens.



Streamline compliance effort. One solution supports multiple initiatives.

Total Quality Management, Six Sigma, Malcolm Baldrige

Zavanta is an essential tool for any organization looking to standardize working processes and reduce process variation. Zavanta provides the practical tools required to effectively Define, Analyze, Improve, and Control work processes to achieve Total Quality Management goals. No other method can guarantee the kind of standardized, quality results that Zavanta provides.

Internal Audit, Operations, and Quality managers use the Zavanta knowledgebase system to "formalize" continuous process improvement, to "think through" work procedures, and implement quality improvements.

Zavanta Supports Total Quality Management at Growing Securities Firm

The Branch Manager of a growing securities firm relied on his organization's Zavanta knowledgebase to implement Total Quality Management improvements and support rapid growth and expansion.

Zavanta "helped us document [our] critical systems quickly . . . and improve many aspects of our business which we had previously taken for granted. **The payback . . . is unquestionable.** I no longer have to worry about \$100/hr salespeople doing \$10/hr clerical tasks. Most importantly, I know that my business reflects my best efforts in every respect, even those that I do not personally oversee every day."