



We digitally transformed our funding contracts approval process. The result improved collaboration, enhanced efficiency, reduced approval times, eliminated paper handling and provided visibility.

**Steve Murray**, Finance Manager, Counties Manukau DHB



## Objective ECM

### Innovating public health processes

**Counties Manukau District Health Board (CMDHB), New Zealand implemented an electronic workflow process to automate their Funder Contracts approval process.**

CMDHB manages over 600 major funder contracts releasing hundreds of millions of dollars for the provision of health and community care services in the Counties Manukau District, a process which could take 5 months to complete. Inactive contracts result in an inability to source major health services at contracted rates, impacting the budget across the district.

Historically, contract amendments were manually annotated then collated for document updates; this is now processed electronically, with changes tracked.

CMDHB reduced the time taken for approval by more than 60% per contract; some reduced from 91 to 11 days (87%).

The CEO at CMDHB now approves contracts from an actionable e-mail to a mobile device. The email contains all history of the contract, including any comments or changes and is approved with an electronic signature.

- **Transparency across process** – For easy monitoring, searching and visibility.
- **Collaborative editing** – Reduced re-keying of data, single source of truth.
- **100% adoption** – Process deployed with full user uptake.
- **More efficient and cost effective** – Reduction in e-mails and paper.



**FUNDER CONTRACTS  
NOW MANAGED DIGITALLY**



**600 MAJOR CONTRACTS**  
60,000 PAGES NO LONGER PRINTED  
OR MANUALLY PROCESSED



**PROCESS  
TRANSPARENCY**

- IDENTIFIES **BOTTLENECKS**
- IMPROVES **QUALITY**
- SHOWS **TRANSACTION HISTORY**



**INSTANT ACCESS  
NO MORE WAITING  
FOR PAPER DOCUMENTS**



**APPROVAL PROCESS  
REDUCED  
BY OVER 60%**



**SOME PROCESSES  
↓ BY 87%**