

NAVEX Customer Success Story

# URS Injects Security and Flexibility Into Policy and Procedure Management With Policytech

“PolicyTech has been a fantastic service for URS. As a business, files and documents are incredibly important and having security over those is essential. The technology enables us to streamline our policy and procedures in one place, while having the flexibility to access it at any point and manage who can see what.”

**Cristina Vlas**

*Quality Director at URS*



## Highlights



**INDUSTRY**

**Certification and inspection**



**NUMBER OF EMPLOYEES**

**40 using the platform**



**CHALLENGE**

Needed policy and procedure management that required confidentiality, flexibility and oversight



**SOLUTION**

PolicyTech offers a streamlined and centralised service that's efficient and easy to use

## Solution

**SINGLE-PRODUCT**

**PolicyTech®**  
POLICY & PROCEDURE MANAGEMENT



PolicyTech®

POLICY & PROCEDURE MANAGEMENT

PolicyTech enables organisations to improve efficiency and provide employees with easy access to all the policies and procedures that they need. Healthcare, financial, life sciences and industrial manufacturing organisations all use PolicyTech to easily run audit-ready reports, keep documents up-to-date, and manage risk across their organisation.

[Download the Definitive Guide to Policy & Procedure Management to Learn More](#)

## Challenge: Policy and procedure management that required confidentiality, flexibility and oversight

URS handles hundreds of highly important and confidential documents daily. At the time, the main concerns amongst senior directors were typically around the need for confidentially - files and folders that only individual teams and senior management should access. URS needed a solution that made these files available to the relevant team members of management, with options for various downloadable formats.

In terms of employee management, senior teams needed to verify when employees read documents. It was especially important to ensure employees were aware of their responsibilities, obligations and if they understood them, not only as an internal requirement, but also as a law requirement in terms of labour legislation. A business could face fines if it cannot prove that its staff have read and understood policy documents.

In addition, the human resources team required visibility to effectively manage the team, understand when service issues occurred and have the flexibility to access the platform whenever needed. This was important for several reasons, such as information reaching the team simultaneously, access to documents on individual devices without logging in, and access at any time to documents that are relevant for them to effectively fulfil their role.

## Solution: PolicyTech offers a streamlined and centralised service that's efficient and easy to use

URS chose to implement PolicyTech to effectively manage its policies and procedures with automation that ensured policies were up-to-date, accurate, accessible, time saving and increasing productivity. The solution was key to several challenges the business faced.

- **Secure files and folders:** An accessible solution which allows easy, secure organisation of folders and subfolders, with separate folders for each department and unlimited space. Additionally, it offers restricted access to documents opening by default in a PDF view so there isn't an opportunity for editing. PolicyTech offers layers of security, which means documents and files need reviewing, approving and errors are highlighted before publication.

To learn more about NAVEX E&C Policy & Procedure Management® or to schedule a demo, please visit [www.navex.com](http://www.navex.com) or call us at **+44 (0) 20 8939 1650**.

## About URS

URS CERTIFICARI is an independent testing, inspection, and certification body. With over 5,500 certificates issued to date, URS is one of the top five largest certification organisations in Romania. Prestigious companies from Romania have chosen URS as an independent certification body.

URS is an organisation centered on certification. The nature of the business means that documents must be secured safely, with confidentiality and ease of access. Previously, it used an internal system, managed manually that was more open to human error. With over 5,500 certificated issues, URS needed to lay a solid foundation for the organisation to effectively manage documents, as well as play a crucial part in internal and external compliance. It decided to implement NAVEX's policy and procedure management software, PolicyTech, to streamline processes, improve the way it handled policy and procedure and ensure documents were easily accessible should state organisations need to run necessary checks.

- **Access from anyone, at any time:** Implementation of an everyday service that allows each employee to access everything they need, at any point thanks to 24/7 access and rarely any downtime. If downtime were to occur, NAVEX provides prior warning to ensure businesses know how this will impact system access, in order to prepare.
- **Oversight on employee engagement and understanding:** Control for HR and senior management through tracking employee 'reads and signatures' on policies and procedures, ensuring that they understand the information and aware of their responsibilities and obligations.
- **Internal and external compliance with regulation:** Compliance across the business with requirements such as the Collective Labour Agreement, workflow guidelines and internal regulations. These requirements are set by law and all documents are accessible and easily found should state organisations decide to run compliance checks.

## Results:

Since the implementation of PolicyTech in 2019, approximately 80% of staff now have complete engagement with the solution. PolicyTech is an integral part of the business. It is used daily and between 3,000 and 4,000 documents have been uploaded so far, which has had huge impact on the time and money saved for the business. The return on investment to date is:

- Up to 59 employee hours saved for delivery and attestations
- Up to 45 employee hours saved for document searchability
- Up to 36 hours saved automating the policy management system
- Up to \$4,264 saved automating the policy management system

Thanks to the automated system, accessing documents is flexible, secure and easy. Many employees are working to strict deadlines or have limited time when needing to access documents, therefore making their role easier. The time saved with PolicyTech can also be spent elsewhere, such as filling documentation completely, correctly and more carefully, or spent working towards set targets and liaising more closely with clients.

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NAVEX is the worldwide leader in integrated risk and compliance management software and services. Our solutions are trusted by thousands of customers around the globe to help them manage risk, address complex regulatory requirements, build corporate ESG programmes and foster ethical workplace cultures.

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