

NAVEX Customer Success Story

NHS Supply Chain Unifies User Experience and Engagement with NAVEX

“With NAVEX, we are building a more future-proof solution based on what a good compliance framework looks like by leveraging their expertise, ensuring best practices and investing in modern, streamlined capabilities.”

Martin Fisher

Quality and Corporate Compliance Manager



Highlights



Industry

Healthcare



Employees

500+



Challenge

Evolving, increasingly complex business needs, combined with a changing regulatory environment and a desire to deliver a user centric experience.



Outcome

The NAVEX One GRC platform provides greater efficiency through digitizing and automation of key process providing a streamlined user experience.

Solution

PRODUCTS

NAVEX One[®]

Whistleblowing & Incident Management
Policy & Procedure Management
Disclosure Management

About NHS Supply Chain

With seven national distribution centers, NHS Supply Chain's role is to source, deliver and supply healthcare products, services and food for NHS trusts and healthcare organizations across England and Wales.

By working in collaboration with the healthcare system and suppliers, NHS Supply Chain provide cost-efficient, resilient and clinically assured products that are responsive to frontline needs.

Using its scale and reach, the organization delivers value at a national level on behalf of the whole healthcare system. Services range from invoice consolidation to demand planning, and the development of sustainable supply chains, saving system partners time and resources.

Challenge

In 2021, NHS Supply Chain launched its new vision and strategy. To make it easier to put patients first, they embarked on a multi-year transformation program to design and deliver a new operating model while investing significantly in updated technology, processes and capabilities.

NHS Supply Chain's Risk, Compliance and Assurance team recognized their existing Quality Management System (QMS) was not able to meet the evolving needs of the business, including the enhanced user experience the growing number of colleagues expected. They also wanted to future-proof their QMS.

After a full procurement process and market review, NAVEX was selected as the platform capable of meeting their requirements. NHS Supply Chain already had a relationship with NAVEX using NAVEX One for hotline and incident management and knew they were able to deliver the system requirements at pace. They now needed a risk and compliance partner who could meet current and future needs, especially with an evolving business model and regulatory landscape. Martin Fisher, Quality and Corporate Compliance Manager for NHS Supply Chain shared, "Our mantra is to make it easy for our colleagues to engage with us, providing a user centric, and engaging experience— especially as Corporate Compliance isn't everyone's primary role. Our overarching goal is to increase engagement at every level, through content and systems that support a culture of compliance. We wanted to provide colleagues with a great compliance experience, all under one roof."

Outcome

NHS Supply Chain initially partnered with NAVEX for incident management solutions, but later realized the value of having a partner with "a multi-solution, industry leading platform, that is backed by expert knowledge, capable of delivering rich insights, and an engaging user experience," Martin shared.

What made NAVEX the system and partner we wanted to work with, was their ability to provide a solution that meets our requirements using one system— a one stop shop for corporate compliance.

In addition, "NAVEX provides us with insights, webinars, and other thought leadership perspectives which enable us to stay on top of the industry, see where we're positioned, and provide greater context for our reporting and insights. That's a real value-added benefit."

In terms of implementation, the NAVEX Professional Services team helped NHS Supply Chain get up and running in a very short timeframe. "Professional Services was very flexible, provided a slick user experience and after only a couple of meetings to set us up, we were ready to go," Martin shared. "It's easy to become dogmatic in this business, the support and guidance provided by Professional Services and how they challenge the status quo and highlight capabilities that would enhance our user experience, made it a valuable, two-sided conversation. They have the deep domain knowledge to help us understand what's been successful before."



Whistleblowing & Incident Management

Build, measure, and grow a speak-up program to foster trust, shared responsibility, and the highest standards of ethical conduct with the industry leading whistleblowing and incident management software.



Policy & Procedure Management

Manage policies' life cycle, track attestations, run audit-ready reports, and enable employees' easy access to all vital information with NAVEX's policy and procedure software.



Disclosure Management

Create transparency throughout the organization with NAVEX's automated disclosure software that provides employees an easy way to report on potential conflicts of interest.

As of Q3 2024, NHS Supply Chain's suite of tools from NAVEX includes:

- Whistleblowing & Incident Management
- Policy & Procedure Management
- Disclosure Management

Results

While some solutions are still in the implementation stage, by adding to the suite of NAVEX solutions on a single platform interface, NHS Supply Chain is already seeing a cultural shift and a greater, more holistic focus on Compliance. Their user feedback has been extremely positive so far. "By using one platform, we're seeing greater collaboration which drives a more streamlined user experience and enables our teams to turn quality and compliance activities around faster."

Another benefit for NHS Supply Chain is their ability to use data and insights to produce annual reports for their Audit & Risk Committee that highlight their oversight capabilities and the delivery and impact the improvement made while promoting transparency, to all colleagues at every level. These insights also help NHS Supply Chain plan assurance activities.

Martin shared, "Our partnership with NAVEX has already started to deliver benefits, during the configuration phase the Professional Services team has been excellent in helping configuring the system to meet our need not just giving a good sales pitch and 'off you go' with an out-of-the-box solution. We have continuous access to expertise and industry best practices in terms of building a comprehensive compliance framework. NAVEX makes it an easy process to build, implement and measure outcomes."

To learn more about what NAVEX offers or to schedule a demo, please visit www.navex.com or call us at U.S. +1 866 297 0224 or EMEA +44 (0) 20 8939 1650.

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