

Strategic solutions firm using
Zavanta[®] to integrate policies and
procedures into company culture
and ensure accountability.



Our Client

For over 18 years, our client has helped businesses of all sizes become more successful. At the highest level, our client assists government contractors and other project-driven businesses by enabling, running, and securing their business. For each of these areas, they rely on people, processes, and toolsets to support clients and accelerate their success.

Business Challenge and the Need for a Better Solution

Previous Solution Missed the Mark

The previous policy and procedure management system used by our client was not used to the fullest extent. It was only used once a year to maintain security training, and that was it. This sporadic engagement created a disconnect between employees and the platform, limiting its potential impact and relegating it to a mere checkbox on the annual to-do list.

In addition, changing a document was an ordeal. No one knew who the owner of the document was, whether there were changes made to the most recent PDF vs Word document, and there were emails being sent companywide before a policy was even complete due to a confusing publishing process within their system. It was a nightmare.

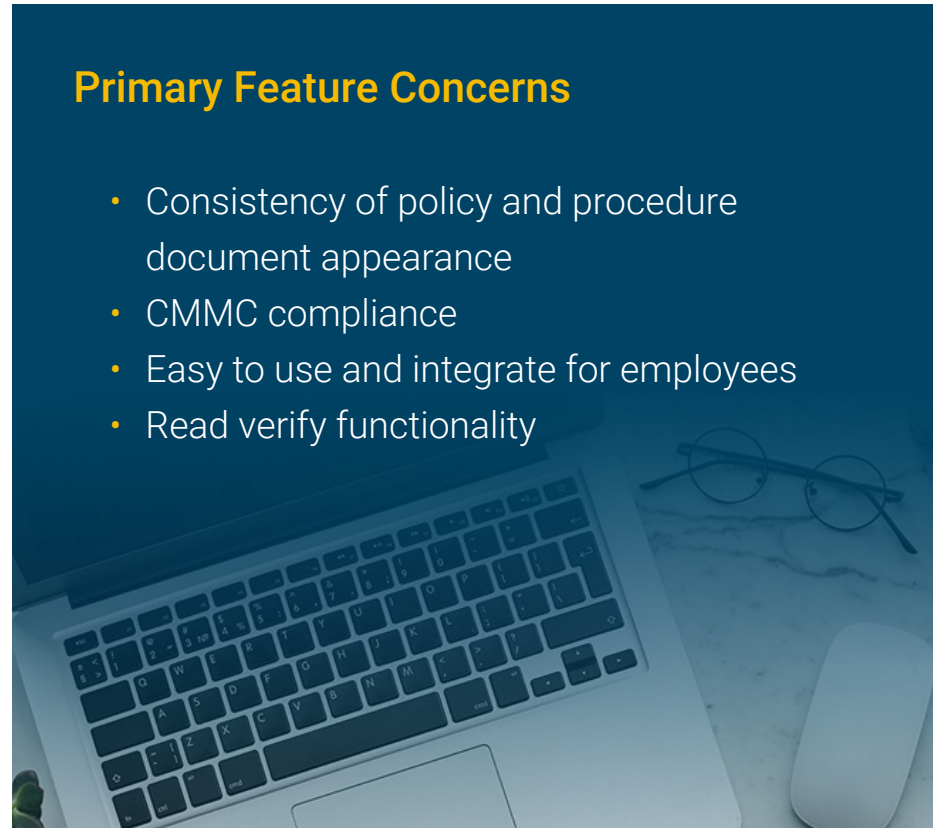
Along with the shortcomings presented by the previous solution, it was also no longer going to be compliant in the way our client used it, so the team started looking for something better and easier to use – ideally at a lower cost.

Search for a Solution

Our client needed a policy and procedure management software that was easy to use for both document creators and readers, compliant in their space, and offered employee attestation features to ensure documents were read and understood.

Primary Feature Concerns

- Consistency of policy and procedure document appearance
- CMMC compliance
- Easy to use and integrate for employees
- Read verify functionality





The Results with Zavanta

Consistent Content Layouts and Easy Document Creation

Content layouts ensure consistency in the Zavanta portal. By using standardized templates via Zavanta's content overlays, subject matter experts can effortlessly update documents by filling in designated sections with their expertise. Once published, all documents are going to have the same formatting. Every policy and procedure is consistent and easy to read for users.

Content consistency is especially vital in the GRC (government, risk, compliance) space. Regulations often lead to policies that often lead to procedures that often lead to processes/instructions/how-to checklists and documents. Consistency of operations would be supported through a system that allows for that kind of knowledge management like Zavanta does.

"If you put in bullets, the bullets are the bullets. The headings are the headings. The sections are the sections, and it comes out exactly the same every time you fill it in."

Read Verify Attestation

Every year employees must go through security training done through a Read Verify campaign within Zavanta. The simple “check-the-box” mentality that is typical of security training has now shifted to an engaging campaign that integrates within the company culture.

Simplified Search

Zavanta search works. Whether a seasoned employee is seeking a specific procedure, or a newcomer is ready to learn more about the organization, there is no more antiquated system of trying to manipulate search to finally find what they’re looking for. Zavanta’s search is intuitive and flexible, allowing users to quickly discover the policies and procedures that are relevant to them.

Branded Portal

Our client designed their internal portal to represent the company’s colors and branding. From the moment employees access the portal, they are greeted with a familiar aesthetic that reinforces the organization’s identity. This thoughtful design not only enhances the visual appeal but also makes it easy to find the information employees are looking for, which increases employee engagement and understanding of vital policies and procedures.

Quick Content Updates Across Multiple Documents

Authors or contributors can change the language in policies that include a specific piece of content wherever they need to with the push of a button. Content changes across policies and procedures at one time is possible.

For example, if a new CFO is hired within the company, all policies and procedures with the former CFO’s name need to be updated. With the global search/replace function, the policy and procedure creator only needs to change one piece of content which can then make a sweeping update across all policies and procedures that include it.





The Future With Zavanta

Our client's Zavanta portal is constantly evolving and continuously improving. Thanks to the customization of branded portals, the next phase of the project brings companywide organization to a new level. Each department plans to create a specific portal highlighting most-used policies and procedures, include special colors and icons, and make it easier to find and identify documents that are relevant to their work.

Business Outcome: Company Accountability

The implementation of Zavanta has proven to be a factor in enhancing accountability within the organization. The software offers easier creation and access to critical information across all levels of the company.

“Adopt the vision that this can truly manage your policy, procedure, and work instructions so that your team will use it to its fully intended purpose instead of just a policy tool.”

Management

For management, the software enables real-time tracking of policy adherence and procedural compliance, offering a comprehensive overview of employee performance.

Employees

For employees, this accessibility has empowered them to stay informed and aligned with organizational guidelines, fostering a sense of responsibility.

The use of Zavanta for policies and procedures has created a culture of transparency and accountability, where both management and employees share a mutual understanding of expectations. This improved communication and clarity has translated into more efficient workflows, higher productivity, and ultimately, a positive impact on overall business outcomes.





About Comprose

We are dedicated to helping people thrive by gaining access to accurate, updated “how to” knowledge anytime, anyplace, in any language.

Everything we do – our method, our software, our advice – is focused on one thing: helping our clients achieve their strategic goals by getting procedural knowledge out of peoples’ heads and shareable.

We’re passionate about the power of good systems and clear standard operating procedures because of the tangible results we’ve seen our customers achieve: agility, reduced operating costs, faster training, predictability, and greater transparency.