

Case Study



Check Your Security

Helping deliver your digital future



Check Your Security Ltd

Country: England

Industry: Security Systems

www.checkyoursecurity.com

Customer Profile:

Check Your Security are an award winning security firm providing digital solutions for many publicly well-known clients and brands in the United Kingdom.

Usage Stats so far:

- ◆ 50 Users
- ◆ 736 Policy Assignments

Before implementing DocRead, Check Your Security encountered challenges in distributing and tracking policy compliance. Policies were emailed as PDF attachments, which sometimes lead to cluttered inboxes and uncertainty about whether employees had read them. This lack of visibility occasionally resulted in non-compliance during site visits and audits, with employees unaware of the latest procedures.

“Before implementation of DocRead, new policies were sent by email and we struggled to gain visibility of who had seen or read our policies and procedures.”

Kevin King, Project manager

Key Challenges

Along with many organizations, Check Your Security need to be certain that employees are following the latest procedures to ensure that regulatory and safety standards are being met.

Considerable amounts of time were spent creating policies, however, they were not able to establish whether employees were reading the information sent, and found it difficult to get confirmation that they were following the guidance given.

Site visits sometimes found employees following old processes unaware that updates has been

provided. Compliance Officers struggled to find proof that revised instructions had been sent resulting in frustration on both sides. Their original system was time-consuming to manage and difficult to interpret.

The Solution

Check Your Security decided to implement DocRead within their SharePoint Online environment, which proved to be an easy and efficient process. With guided installation support, they quickly set up DocRead firstly in a test environment, followed by their live environment a few weeks later.



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Key Benefits:

- 26 Policies have already been distributed with plans to issue around 100 more.
- Automatic email notifications are sent to provide timely reminders that assignments have been created or become overdue.
- New employees receive essential information before their induction, and Check Your Security have confidence that all information has been received and completed.
- Dashboards provide instant updates showing who has (or has not) completed assignments.
- Reading Receipts issued and securely stored for use with standard audit procedures.

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“*DocRead has revolutionised our policy management process, offering a reliable, efficient and user-friendly solution. We can now easily see who has or has not read policies and can take appropriate action to ensure employees are following the latest advice.*”

The Results

Immediately after implementation, Check Your Security were able to streamline their policy distribution and improve compliance monitoring.

Policies were targeted to relevant employees and dashboard reports clearly showed whether individuals had acknowledged reading them.

Automatic emails were sent to remind people of overdue assignments which significantly reduced the manual effort previously needed to follow up on important policies.

“We can now easily find out who has not read important policies and follow up to ensure a swift resolution”

Kevin King, Project Manager

While some employees initially resisted the change, those familiar with IT found DocRead intuitive and easy to use. The improvement in communication of policies also led to better understanding and employee feedback which in turn helped improve the quality and acceptance of the policies.

Improved Onboarding

Check Your Security were also keen to improve the onboarding experience for new staff members. Previously new employees were presented with a mountain of policies at the beginning of their induction program which meant they spent several hours wading through paperwork in one go. With DocRead, important policies and information could be assigned to new employees ensuring they were up to speed with the basics before the start of their formal induction program.

Confidence in Reporting

The Policy Administrator no longer struggles with managing the process, thanks to DocRead's cockpit reports and dashboards. Additionally, Check Your Security is now able to confidently demonstrate compliance as part of their ISO9001 accreditation process.

Collaboris Support

From the initial contact, Collaboris were there to help Check Your Security every step of the way and have been delighted to help them successfully revolutionize their policy management process.