



## Racing Queensland Case Study

David Rowan, Chief Information Officer of Racing Queensland, shares how their organisation evaluated 7 different board portals before choosing Convene—saving time, effort and money after making the switch from paper-based meetings.

Racing Queensland's board members previously relied on printed board packs during their monthly board meetings and quarterly committee meetings. With twenty annual meetings, using board packs typically consisting of over 200 pages, Racing Queensland spent a total of \$700 per board meeting or at least \$14,000 per year on board packs alone. The amount excluded the salaries of administrative staff who prepared the board packs, as well as the additional work and stress due to late papers, updates and corrections. This prompted the organisation to explore paperless alternatives for meetings, but found that existing solutions were inadequate for their business needs.

"It took two days to compile, print and mail board papers," said David. "We did trial other solutions including Professional, DropBox and BoxCryptor. This proved to be too complex and cumbersome for both the board members and board secretary, and did not completely alleviate the overheads in terms of compiling the board packs."

Thus, the organisation began searching for a board portal solution with two key objectives: (1) to alleviate the significant overhead required from the board secretary to prepare paper board packs, and (2) to improve the timeliness of distribution and consumption by the board.

After comparing and testing seven board portals in the market, Racing Queensland chose Convene for its

**Racing Queensland is a government agency that focuses on providing governance and various services to the Australian racing industry while empowering individual clubs to manage and administer their own facilities. They have been using Convene since August 2015.**





functionality and value for money. David added that Convene fulfilled all the requirements of their organisation in terms of savings, simplicity and efficiency, and security.

## Savings

David emphasised their need for a low-cost solution, which needed to be cheaper than paper board pack meetings, without compromising convenience and security. After switching to Convene, Racing Queensland drastically cut back on the \$14,000 they spend on board packs yearly. Since Convene lets administrators prepare board packs online and distribute them directly to board members' devices, no printing is done unless requested by a board member.

More than savings in costs, David shared the value of non-material benefits to their staff's work performance: "We had a productivity saving of approximately twelve hours per month just for the board secretaries' time. Moreover, the reduction in stress to the board secretary—while intangible—was significant and possibly the greatest benefit realised in adopting the system."

## Simple and Efficient Multiplatform Software

Racing Queensland needed a board portal with an iOS application for use with their board members' iPads. With support for iOS, Mac, Android, Windows and PC devices, Convene's multiplatform support minimised the need for training board members and allowed them to work efficiently even when on the go.

For the board secretary, on the other hand, the board portal was crucial for compiling separate file types into a single board pack. Convene lets organisers drag and drop any files and publish the board pack in PDF format, with automated agenda and page numbers, and archiving and printing capabilities.

Both board members and administrative staff required little training to maximise their use of Convene. "[There were] very little issues in adoption, with the participants successfully using the system very quickly with minimal support required," explained David.

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## Features

### Award winning security

Multi-factor authentication

Document encryption on server and on device

Real time decryption

Remote data wipe on lost devices

### Manage all stages of your meeting

#### Plan your meetings

Attach documents to agenda items

Control access & permission to files

Digitally amend and distribute board packs

#### Engage your participants

Start remote meetings

Have real-time interactive presentations

Lock participants' screens to the presentation

Vote on items and approve documents

#### Follow-up easily

Send a meeting summary immediately

Track actions after the meeting

Review previous meetings and documents

#### Quarterly upgrades

Convene is updated every quarter. An upgrade is done when it is convenient for the client.

## Security

He added that security was a deciding factor in Racing Queensland's choice of board portal. As the leading platform for governance and services to the racing industry, their organisation prioritises working with vendors with demonstrable experience in keeping information accessible, but also safe from cybersecurity threats. Convene's enterprise-grade security—as well as its proven track record with governments, top banks, private and nonprofit organisations in over 30 countries—established its ability to deliver a board portal that was smart, simple and secure.

David concluded that Convene addressed all of Racing Queensland's objectives for adapting a board portal. "The business objectives have certainly been met," he said. "The board and committees now use an electronic system that has reduced the time to compile the board packs from days to hours, and removed the length of the manual post distribution method—allowing papers to be immediately updated with corrections and late additions."

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