SUCCESS STORY:
HUMAN TISSUE AUTHORITY

Webcurl implemented a flexible and highly functional web portal that integrated with both the existing HTA Drupal website and its back-office CRM system based on Microsoft Dynamics.

The Human Tissue Authority (HTA) was created by Parliament as an executive agency of the Department of Health. It was set up in 2005 to regulate organisations that remove, store and use human tissue for research, medical treatment, post-mortem examination, education and training, and display in public. It also gives approval for organ and bone marrow donations from living people.

The interests of the public and those it regulates are central to the HTA's work, as it seeks to build on the confidence people have in regulation by ensuring that human tissue and organs are used safely and ethically, and with proper consent.

It aims to foster an environment of trust so that more people will be willing to donate their tissue for scientific and medical

research, their organs for transplants, and their bodies for medical education and training and, on that basis, to help healthcare to flourish.

VITAL INFORMATION MANAGEMENT
Jamie Munro is Head of Business Technology at the HTA and is responsible for the systems that manage the vital and sensitive information held by the Authority.

He says: "As a public sector regulator we have a lot of information we must collect. This includes information about all the establishments we regulate, any enquiries from both professionals and the public, and records of all reportable incidents."

"In addition, every two years, establishments must complete compliance update information."

"The bid from Webcurl stood out to us."

Jamie Munroe, Head of Business Technology at the Human Tissue Authority

The HTA had been collecting this information in a variety of ways, and previously there was no standard format or method of receipt. As a result, information was being received in emails, as attachments, by post, and even by fax.

CHOOSING A SUPPLIER
It was clear that the HTA required a more standard, secure and reliable way to accept and manage the information it receives.

So in 2012 the organisation went out to tender for a new web portal though which information could be received.

Jamie explains: "It was very important to us that the portal integrated tightly with our Microsoft Dynamics CRM system, and that it would be quick to deploy. The proposal from Webcurl stood out because they had skills in both Drupal, which our website is built with, and Microsoft Dynamics."

In addition, the solution proposed by Webcurl was "orders of magnitude" more cost-effective than some of those proposed by the big consultancy firms, something important to this public sector body.

Jamie continues: "Webcurl's proposition offered a great value, based on a an open source platform with quality systems from a team that really seemed to know what they were doing. We were also attracted by the autonomy their delivered solution would give us."

AN EXPERIENCED TEAM
The CRM system used by the HTA has been heavily customised, which meant that integrating the new portal with the

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CRM was a complex process, and the HTA team was impressed by the work Webcurl delivered.

"It was a lot of work to do the integration," Jamie explains, "and I think without the experience Webcurl brought to the project, it wouldn't have gone so well."

At the time of the project, the HTA was working to implement new legislation which provided the perfect opportunity to test the system, as Jamie explains: "Webcurl put the platform together and let us loose. We could then build and test the new forms required to implement this legislation with Webcurl's support. It was very collaborative and they certainly know what they are talking about."

HUGE TIME SAVINGS & IMPROVED REPORTING
"Having the portal has helped us to manage the information that is submitted to us," continues Jamie. "We know nothing is going missing, or getting lost in translation. We are no longer dealing with paper documents or potentially double

entering information into systems, so it has saved us a lot of time."

Because the information submitted through the portal is automatically logged in the CRM system, the HTA can be confidence that any reports it runs are accurate and up to date.

In addition to improved visibility, the solution delivered by Webcurl has given the HTA the ability to create and maintain the forms available on the portal.

Jamie says: "Our new Codes and Standards are being implemented in April, and we have work underway to build the necessary forms into the system – and that is something we can do ourselves. That's one of the main advantages of the Webcurl system: the degree of autonomy it gives us."
Fulfilling Requirements

As a public sector organisation, the HTA has a duty to reduce the administrative burden on the establishments it works with – something the Webcurl solution has also helped the HTA to achieve.

"Our CRM system is always up to date without any administrative effort."

"One of the main advantages of the Webcurl system is the autonomy it gives us."

"Webcurl has made it easier for us to meet our requirements in terms of the burden section, because it streamlines the process so well."

"We can now make it easy to complete the reports, because Webcurl can pull out the information we already know about that establishment from the CRM system and pre-populate the forms for them, so there is less for them to fill in," explains Jamie.

"We also know that they know exactly where to go to complete the information – they won't be digging around on the website to find the form they need."

A SECURE FUTURE
The web portal is now a key part of the HTA's future strategy. The HTA team are already working on rolling out additional services for the establishments it works with through the portal.

"Because the web portal is integrated so tightly with our CRM system it gives us an opportunity to automate many of the administrative tasks we used to do manually."

"The advantage of this is not only realised in administrative time savings, it also ensures that we eliminate errors that might have arisen from out-of-date information, incorrect data entry or other problems."

"We can ensure that the information that establishments view on the portal is live and tailored to them and we can ensure that our CRM system is always up to date without any administrative effort."

"The Webcurl web portal project has been – and is continuing to be – a great success."

webcurl