

Case Study

Duke–NUS Medical School Goes with the Flow!



The Company

Duke-NUS Medical School (Duke-NUS) is a graduate medical school in Singapore. The collaboration between Duke University in the United States and the National University of Singapore was set up in 2005 as Duke-NUS Graduate Medical School.

Overview

In 2018, Duke-NUS embarked on a project to select a suitable workflow tool to automate some of the time consuming administrative processes. These included physical applications for Childcare and Parental Leave. The tool used must cope with potentially high volumes of forms together with integrations to back-office systems for authentication and record keeping.

After a period of in-depth testing, the School selected the **WorkflowGen** package from Advantys Inc (Canada). This package has been implemented in other universities and offers a combination of strong functionality and relatively low-code development out of the box.

Outcome

Following the selection, selected IT staff at Duke-NUS were trained by Office Information Australia (Regional Distributor) in Singapore before development and testing commenced.

“Once the required user data was populated in the Active Directory, the backend integration was done with ease.” says Loh Swee Nam, IT Manager at Duke-NUS. *“The front-end development was also relatively swift and manageable. We have started off with forms from our HR department; we will now extend the form automation to other departments to reap the same benefits.”* he added.

Future form implementations are also expected to be faster with saved components and pre-existing web parts. Future functionalities to explore will include deployment on mobile devices with remote approval, mass approval features and data collation, along with other readily available reporting features. There are also plans to train more IT staff to use the tool as the volume of form automation increases.

The logo for WorkflowGen, featuring the word 'WorkflowGen' in a bold, grey, sans-serif font. The 'G' is stylized with a circular arrow around it, suggesting a cycle or process.



About Advantys

Advantys Inc. are the developers of “WorkflowGen”, an easy-to-use process design and automation solution. Advantys is based in France and Canada, and has deployed sites in major centres throughout the world. WorkflowGen is designed to streamline and automate business processes while integrating with existing company software infrastructures.



About OIA

Office Information Australia (OIA) is a leading provider of Information Management solutions in the Asia Pacific. A long association with the WorkflowGen product as regional Distributor means that OIA has delivered solutions in a dozen countries in the region. Industries covered by the solution include Universities, Pharmaceuticals, Engineering, Legal and Accounting Professions and others.

OIA has been working with businesses large and small for more than 25 years and understand what is required to deliver the new style of IT needed to keep you ahead of the game. Partnering with some of the world’s leading providers of technology, OIA brings it all together in end-to-end solutions that allow you to focus on running the business, not managing the IT.

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