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## Bendigo Primary Care Centre Case Study

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Glen Careedy, Chief Executive Officer of Bendigo Primary Care Centre Limited, illustrates the numerous advantages Convene has which ultimately led them to choose the solution.

Before using Convene, Bendigo did their meetings with printed board packs, digitally distributed to each participant beforehand. However, it proved to be too time consuming to arrange packets with more than a hundred and fifty pages for each of their eight board members attending their monthly meeting; plus, the fifty-page meeting packs for the committee meetings.

### Better Opportunity Costs

Preparing the necessary files alone exhausted too many resources and proved to be unfeasible. For instance, Glen's assistant used to take about two hours to consolidate all the documents for the board meetings; all the while, she was paid around \$50 an hour, amounting to \$100 per month just to put together a meeting pack. Additionally, the preparation time for the committee meeting's pack is another \$100, amounting to \$200 for building the board packs per month. That's approximately \$2,400 on pre-meeting preparation alone, excluding printing costs. With Convene, the time spent preparing the meeting packs has been drastically cut down; thus, allowing Bendigo to focus their time and resources towards more important matters.

### One Centralised Tool

Last minute revisions were also an issue as members would show up with the previous versions of meeting packs, causing confusion.

"We would compile the first digital version and let's say, we wait a week, and then we would find out that there was an error or there is new information. So, we would make this modification to the pack—a new version of the pack, and sometimes it would happen 2 to 3 times. Then the directors are never sure which version of the pack they were actually reading," Glen recalls.

Bendigo needed one central tool that would help them avoid any confusion. Convene answered that need as it allows users to easily update the agenda, as well as uploaded documents, while automatically synchronising all the amendments across all devices in real time. Convene also notifies participants of any changes, and alerts them if new meeting pack versions have to be downloaded.

### Effortless Remote Meetings

Another factor that prompted Bendigo to go digital was not just the printing and last minute revisions—one director had moved into another state. They still needed to run meetings and have an updated board pack for the out-of-state director.

**Bendigo Primary Care Centre provides an array of multi-disciplinary primary health care services. Bendigo has been using Convene since March 2017 for their monthly board and committee meetings.**



**"We are a not-for-profit organisation and it's difficult for us to be able to afford high-end packages on management tools. When we did finally find a package that was affordable for us, we actually expected less than what we got for our money. Convene provided all the functionality we needed, and even exceeded our expectations, at a very reasonable price."**

## 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.

"That put us in the market to try and find a utility or software tool to help us work on the same page," Glen describes why a digital solution was essential to their business.

The live page synchronisation also helps keep all the meeting participants on the same page. This makes it easier for everyone when they perform remote meetings.

## Easy-to-Use

Convene answered all of Bendigo's needs and provided additional benefits. The user interface was so streamlined that even their non-tech savvy participants have learned how to use it well. In fact, Bendigo's board and committee members managed to successfully use Convene with minimal training. They also appreciate how quick it is to activate or deactivate users in their system, and add or remove these users from groups.

Scheduling meetings proved to be easy as Convene's Meeting scheduling interface is logical and intuitive to use. Glen expresses that adding details to an agenda can be done seamlessly. Overall, Bendigo utilises Convene's range of easy-to-use features to help make their meeting preparation and actual meetings go smoother.

## The Price is Right

When they were looking into solutions, Bendigo had taken into account the price of the product they were purchasing.

"We are a not-for-profit organisation and it's difficult for us to be able to afford high-end packages on management tools," Glen explains, "when we did finally find a package that was affordable for us, we actually expected less than what we got for our money."

During their search, Bendigo also considered Board Effect. However, due to Convene's better price point, advantageous features, security, and user-friendliness, Convene was ultimately chosen. "Convene provided all the functionality we needed, and even exceeded our expectations, at a very reasonable price."

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