IMPROVING CRISIS MANAGEMENT

LEVERAGING PEGA’S AGILITY AND PRECISION

“Until now, many of our systems and processes have been predominantly paper-based. Pega makes AHVLA more adaptable in delivering a wide range of high quality, cost effective services. Critically, in an environment where the ability to respond immediately and effectively in containing any outbreak is crucial, it provides the ideal platform for managing change.”

Dr. Ann Nolan
Transformation Director Animal Health

VISION Enabling Rapid Incident Response

To improve its emergency preparedness, safeguard the population and meet compliance, Animal Health and Veterinary Laboratories Agency (AHVLA) needed a system for quickly identifying and tracking infected animals. The system needed to be able to respond rapidly to an outbreak and be highly agile in emergency scenarios. The agency also needed to lower operational expense with a solution that would reduce time spent on low-value tasks, streamline processes for tracking and recording cases of animal disease and livestock maintenance and improve overall performance.

Their paper-based processes, scattered across 24 remote offices, slowed down case management, made it difficult to respond quickly to specific situations, and introduced significant opportunity for error. AHVLA wanted to centralize case management, ensure rapid specializations to address unique situations and automate processes across all 24 offices.

EXECUTION Specialization, Automation and Process Improvement

AHVLA found that Pega delivered the centralized management and process standardization they needed. The agency implemented a solution that improves transparency across all offices, while ensuring a cohesive response to frequent policy and operations changes and special circumstances, such as disease outbreaks.

Leveraging Pega’s Build for Change® technology and business-focused specialization capabilities, AHVLA tailors its processes to address unique incidents more efficiently, such as managing immunizations for animals and tracking their locations across the country. The Pega solution, which includes electronic forms, eliminates cumbersome and complex, paper-based processes, simplifying the process and improving collaboration and accuracy across regions.

OUTCOME Reduced Costs, Improved Services

Because Pega has empowered AHVLA to modify processes and policies easily, the agency can now keep pace with rapidly changing regulations and react quickly with near-immediate modifications to specific processes.

In addition, AHVLA is now doing more with less. Even with a 10 percent reduction in head count, AHVLA quickly and easily handles a growing population, emergency situations and frequent policy changes. In fact, AHVLA is able to model potential scenarios and understand the impact a disaster will have on its workforce and productivity, improving emergency preparedness.

With better collaboration across the 24 remote offices, streamlined processes based on electronic forms and improved case management, AHVLA now avoids significant regulatory fines that were a result of previous outbreaks.

Animal Health and Veterinary Laboratories Agency is an executive agency working on behalf of the Department for the Environment, Food & Rural Affairs (Defra), Scottish Government and Welsh Government.

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