

IMPROVES CRISIS RESPONSE



## BUSINESS GOALS

- Improve efficiency, while reducing costs
- Effectively respond to incidents
- Deliver high quality service
- Minimise financial impact of crisis outbreak
- Centralise processes across remote offices

## RESULTS

**10% REDUCTION** in resource costs

**24 OFFICES** working in a unified system

**MILLIONS IN COST AVOIDANCE** from future outbreaks

**NO MORE PAPER-BASED PROCESSES**

*"Until now, many of our systems and processes have been predominantly paper-based. Pegasystems make 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

A major national animal health incident resulted in significant financial losses because response to this crisis was slow and inefficient. To improve its emergency preparedness, AHVLA needed a system to help it quickly identify and track infected animals in order to safeguard the population and meet compliance. The system needed to be able to respond quickly to an outbreak and be highly agile to handle new emergency scenarios.

AHVLA also needed to reduce operational expense while improving overall performance and reducing time spent on low-value tasks. They needed a solution that would allow AHVLA to reduce costs, streamline processes and work more effectively at tracking and recording cases of animal disease and livestock maintenance.

Their paper-based process, scattered across a broad network of remote offices, slowed down case management, made it difficult to respond quickly to specific situations, and introduced significant opportunity for error.

AHVLA wanted a solution to centralise case management, ensure rapid specialisations to address unique situations and automate processes across all 24 offices.

### EXECUTION

#### Specialisation, Automation and Process Improvement

AHVLA found that solution with Pega. Pega enables centralised management and standardisation on processes. The solution greatly improves transparency across all offices while ensuring a cohesive response to increasingly frequent policy and operations changes and special circumstances – like disease outbreaks.

With Pega's Build for Change Technology™ and patented specialisation capabilities, AHVLA is able to tailor its own processes to address unique incidents more efficiently – such as managing immunisations for animals and tracking their locations across the country. The solution, which includes electronic forms, eliminates cumbersome and complex, paper-based processes, improving collaboration and accuracy across regions.

By empowering AHVLA to modify processes and policies easily, Pega bridges the gap between IT and business. AHVLA is now able to keep pace with rapidly changing regulations, and react quickly with near-immediate changes to specific processes.

### OUTCOME

#### Reduced Costs, Improved Services

In addition to being well-prepared to address the next crisis, 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 is able to avoid significant regulatory fines that were a result of previous outbreaks.

For more information, please visit: [pega.com/customers](https://pega.com/customers)

*Animal Health and Veterinary Laboratories Agency (AHVLA) is an executive agency working on behalf of the Department for the Environment, Food & Rural Affairs (Defra). Its role is to safeguard animal health and welfare as well as public health and enhance food security through research, surveillance and inspection.*

