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SEUPB – Special EU Programmes Body

SEUPB expands its Information Governance work with Oyster IMS

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Special EU Programmes Body
Comhlacht na gClar Speisialta AE
Special EU Skemes Boadie

Overview

SEUPB is a cross-border body in the United Kingdom and Republic of Ireland which co-ordinates projects funded by the European Union and implemented in Northern Ireland and adjacent regions.

Challenge

SEUPB had a pressing need for an information governance expert to provide licensing, support and upgrade services in relation to the document & records management solution in use.

Whilst this contract has been ongoing, SEUPB identified further information governance challenges that needed external support from expert providers.

Solution

In 2021, SEUPB selected Oyster IMS to provide licensing, solution support, implementations, upgrades and training associated with their document & records management system on a multi-year contract.

Oyster IMS was selected due to their ability to deliver unrivalled levels of information governance expertise as well as the technical knowledge and experience of how to apply this to the solution in use.

Via a separate procurement process, Oyster IMS were then appointed to perform a review and deliver a recommendations report on information assets, classifications, retention and business processes to understand what improvements could be made.

At a glance

■ **Industry**
Government

■ **Location**
Cross Border (UK & Ireland)

■ **Challenge**
Technical and operational compliance

■ **Products and services**
Technology consulting
Information governance consulting
Data protection consulting
Information governance software

■ **Results**

+ Status appraisal and action plans for information governance and data protection compliance
+ Ongoing support of business-critical information system

> "Oyster have been an excellent business partner to SEUPB. They provide solutions that are practical for our specific needs.
>
> I would recommend Oyster for any data related service provision".

Paul Sheridan
Director of Corporate Services
Special EU Programmes Body

Contact us at:
www.oyster-ims.com

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For over 20 years, Oyster IMS has been performing this type of work across public and private sector organisations throughout the UK and Europe. Our consultants have the knowledge, experience and expertise to understand what is in place and what needs to be done with the ability to provide pragmatic compliance advice in a way that solutions can be implemented easily and efficiently.

Our consultative, easy to work with approach has resulted in the services being delivered to SEUPB now consisting of the following elements:

- Licence renewal service – Liaison with the software provider and / or licence distribution to achieve best value for end clients

- Solution Support – In addition to the standard technical support provided by the vendor, Oyster IMS provides support for the solution as-implemented, including any tickets that need escalating to the vendor

- Professional Services (Technical) – An agreed rate per day / hour for technical professional services as required. Each piece of work requires an approved Statement of Work and will be delivered according to the agreed rates

- Professional Services (Training) – An agreed rate per day / hour for training services to cover both end-user and administrator functions in relation to the supported solutions

- Records retention and disposition support

- Data protection review and recommendations report

Results

The benefits delivered to SEUPB as part of our technical services include upgrading the content management system initially to a more up to date version and delivering a training programme to aide adoption.

Our non-technical information governance and data protection services have resulted in the organisation having a clear plan of how to improve compliance around the management of information, adhere to relevant regulation and protect the rights of the individuals whose personal data is in their care.

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