

Mitratech's GRC Solutions: Integrum

Fully centralised and integrated capabilities for workplace health & safety, risk management and compliance.





Mitrates's GRC Solutions

Mitrates's Governance, Risk and Compliance (GRC) solutions (including Integrum) enable departments with key capabilities that can operate and scale across the Whole of Government (WoG). With Mitrates as your GRC technology partner you can enjoy top-down visibility and oversight, as well as ensure regulatory and corporate compliance throughout your department, down to the operational level.

Furthermore, Mitrates's years of experience delivering cutting-edge technology allow for unmatched performance capabilities, quick ROI and fast time-to-value, alongside rock-solid reliability and a 100% focus on client success.

Over 1,800 organisations worldwide, spanning more than 160 countries highly trust our services. Take action now and elevate your department's GRC performance to the next level.

Mitrates's Integrum: Overview & Core Elements

Mitrates's Integrum offers a highly configurable and scalable, web browser / mobile App accessible, SaaS solution that meets WoG requirements.

Integrum can be configured to be dynamic and provide flexibility based on the user and information that's selected within the SMARTForm. Below you'll find an overview of the core elements and flexibility within Mitrates's Integrum solution.

1. SMARTForms

Integrum contains a powerful, easy to use SMARTForm (e-Form) builder that allows the configuration of any business process, with highly configurable closed-loop workflows, electronic signatures, email notifications, and Subform processes.

Mitrates's years of experience have allowed for refined templated SMARTForms for a wide variety of business processes. SMARTForm templates can be pre-configured or fully configurable to meet your specific requirements through:

- ✓ **Configurable Fields:** Over 20 different fields.
- ✓ **SMARTForm Workflow:** Single stage or two stage approval process.
- ✓ **Dynamic Workflow:** Multiple levels of workflow.
- ✓ **Subform SMARTForms:** Any process to provide additional flexibility.

2. Notifications

Mitrates's Integrum offers configurable email notifications. The system can pull information from fields within the SMARTForm and populate that into the email notification, with supporting text and a link to take the user to the SMARTForm.

The different email notification types include:

- ✓ **Workflow Email Notifications**
- ✓ **Reminder/Overdue/Escalation Email Notifications**
- ✓ **Field Level Notifications**
- ✓ **IntegrumLIVE App**

The IntegrumLIVE App is available on Apple and Android smartphone and tablet devices, allowing users to utilise SMARTForms on the go. Furthermore, the App will seamlessly transition to offline mode if the internet connection (cellular network and/or WIFI) is lost. This allows users to continue to use SMARTForms, then reconnect to the internet for syncing with the Cloud.

The colors, icons and homepages, including content access rights can be configured on the IntegrumLIVE App to meet your requirements. The App also has QR Code capability built into the software.



3. Business Intelligence Reporting

Mitratech's Integrum includes a fully integrated Business Intelligence (BI) Reporting tool to cut, slice and dice your data using a large variety of commonly used tables, charts, graphs, or reports. The BI Reporting functionality can be consistent across processes.

4. Incident Management

Integrum offers multiple 'Off the Shelf' Incident Report templates built in consultation with our customers and following ISO45001 Occupational Health and Safety Management Systems standards requirements.

The existing SMARTForm templates can be modified to your specific requirements. Alternatively, Integrum provides the flexibility to configure an Incident Report SMARTForm process to your particular requirements. Variations of the Incident Reporting form can be built to suit your specific needs.

5. Injury Management

Integrum also offers multiple 'Off the Shelf' Injury Management templates built in consultation with our customers. The existing SMARTForm templates can be modified to your specific needs. Alternatively, Integrum provides the flexibility to configure an Injury Management SMARTForm process to your requirements.

6. Document Management System

Integrum's Document Management module has been built to conform with the principles of ISO9001 and provides a hierarchical central repository for your business's documents. The system manages version control and document status with the ability to put documents in review, pending management approval and authorisation, with notifications sent to users every step of the way.

7. Contractor/Vendor/Supplier Management

Many customers use Integrum to manage Contractor / Supplier / Vendor Management requirements to varying levels of compliance. Each contractor receives their personal login to a "Contractor/Supplier/Vendor" portal to log in and access the information accessible to them as defined by the primary contractor.

The Contractor/Supplier/Vendor Employees may also be set up to access Integrum, either by the primary contractor or the Contractor/Supplier/Vendor.



Unique Value Drivers

Integrum is a user-friendly, flexible and comprehensive integrated management system; cloud and mobile App based. The Integrum platform assists over 1.5 million users from almost all sectors and industries, including local, state and federal governments, manufacturing, aviation, construction, education, transport, mining and heavy industry, as well as health care.

Integrum has been configured in consultation with customers to meet the requirements of:

- ✓ **ISO45001** Occupational Health and Safety Management Systems
- ✓ **ISO9001** Quality Management Systems
- ✓ **ISO14001** Environmental Management Systems
- ✓ **ISO31000** Risk Management
- ✓ **ISO14045** Environmental Management — Eco-Efficiency Assessment of Product Systems
- ✓ **ISO37000** Governance of Organisations
- ✓ **ISO 37301** Compliance Management Systems and many more.



Integrum's system is not limited to the above standards as it is highly configurable by leveraging:

- ✓ SMARTForm functionality
- ✓ Business Intelligence Reporting
- ✓ IntegrumLIVE App



Integrum can seamlessly integrate with other applications, pushing and pulling data based on customer's requirements, including:

- ✓ Aurion
- ✓ Power BI
- ✓ Oracle
- ✓ SAP
- ✓ ERP Systems
- ✓ MS SharePoint
- ✓ HP TRIM
- ✓ Microsoft Office Suite and many more.





Support Models

Mitratach offers the Integrum solution in three different support models for the manageability of the system. Each option can be chosen as a singular delivery method or any combination as a delivery method on an individual Agency level or overall, depending on requirements:



Integrum has multiple channels of support that can be provided to ensure the knowledge transfer process is effective. The Integrum team has a detailed understanding of the application and regularly facilitates workshops, training, and webinars sessions.

1. Agency SuperUsers

This option will allow each Agency to have independent control of their Integrum instance to self-manage and make changes as required. The Agency SuperUsers will provide first level support to the end-users.

Integrum will conduct SuperUser training with a core group of users within the Agencies. SuperUsers will have the ability to:

- ✓ **Administer Users:** Ability to update, change and create new users.
- ✓ **SMARTForm Management:** Ability to update, change and create new forms.
- ✓ **BI Reporting Management:** Ability to update, change and create new BI reports.
- ✓ **Homepage Management:** Ability to update, change and create new homepages.

Under this model, Integrum will provide second and third level User Support to the Agency SuperUsers when required.

Once ready to go live, the Integrum Implementation Team will hand over the Agency to Integrum's Support Team. Support and assistance will be provided to the Agency SuperUsers via the Integrum Client Support Centre System as well as telephone support.

2. Integrum First Level Support to Agency

Integrum will provide first level support to Queensland Government Agency's which will include:

- ✓ **Administer Users:** Ability to update, change and create new users.
- ✓ **SMARTForm Management:** Ability to update, change and create new forms.
- ✓ **BI Reporting Management:** Ability to update, change and create new BI reports.
- ✓ **Homepage Management:** Ability to update, change and create new homepages.

A maximum of 5 minor configuration changes per month that will be completed by the Integrum Support Team. Changes that are required more urgently will be discussed and agreed between the Account Manager from the Agency and Integrum.



A core group of up to 10 users at Agency will be trained as Business Champions to update user profiles and troubleshoot, as required. Support tickets will be raised to Integrum to answer questions and make any configuration changes to the system.

Under this model, Integrum will provide first, second and third level User Support to the Agency.

Once ready to go live, the Integrum Implementation Team will hand over the client Integrum's Support Team. Support and assistance will be provided to the Agency Users via the Integrum Client Support Centre System as well as telephone support.

3. Integrum Staff Embedded into Agency

Integrum will embed a resource(s) into the Agency either full-time, part-time or a specified number of days as required by the Agency with a minimum of 3 days per week, and minimum term of engagement of 12 months. This resource will be available to provide first level support as well as:

- ✓ **Administer Users:** Ability to update, change and create new users.
- ✓ **SMARTForm Management:** Ability to update, change and create new forms.
- ✓ **BI Reporting Management:** Ability to update, change and create new BI reports.
- ✓ **Homepage Management:** Ability to update, change and create new homepages.

Under this model, Integrum will provide first, second and third level User Support to the Agency.

Once ready to go live, Integrum will embed a Team member into the Agency for the required number of days to provide first-level support. All support related enquiries will be raised to this team member(s) who will resolve the query or escalate within the Integrum team

for further assistance. The Integrum team member will work the hours and location dictated by the Agency.

Mitratech's Integrum Team

Mitratech's Integrum has over 1.5 million users globally. Our Australian-based team operates from Brisbane, Sydney and Melbourne. They are the perfect mix of business, management systems and IT professionals with experience in multiple sectors and industries.

Mitratech's Integrum team has experience working on small, simple projects with five users in one location as well as highly complex management systems used by 150 000+ users across multiple continents.

Our projects have been professionally executed remotely and in person for many years. We leverage our global teams' experience to streamline processes, reduce risk, accelerate business growth, and empower data-driven decisions.

The Integrum team works collaboratively with all customers during the implementation phase and post go-live. Integrum's Implementation team will leverage the experience of working with and implementing WHS, Risk and Medical Case Management systems with Queensland Government Agencies/Bodies and other industry sectors over the past four years.



Standalone and Centralised Integrum Instances

Integrum will supply a single Production, Test and Development instance to Agencies that require a standalone system in addition to a centralised instance. Mitratesh's Integrum has tools to allow quick deployment and update of SMARTForms between instances if required.

Mitratesh's Integrum will provide 99.9% uptime, with hosting located within Sydney - Australia, on Google Cloud Platform. All data remains within Australia at travel and rest, with backups taken nightly, weekly and monthly.

Meet Some of Our Customers



About Mitratesh

Mitratesh is a proven global technology partner for corporate legal, GRC, and HR teams seeking to maximise productivity, decrease costs, and mitigate risks by deepening operational alignment, increasing visibility, and spurring collaboration across their organisations. By partnering with customers to design, develop, deliver and support the best legal, GRC and HR software solutions on the market; Mitratesh enables departments to become hubs of efficiency, innovation and excellence for the entire organisation.

Mitratesh's platform provides expert product offerings to organisations worldwide, supplying end-to-end solutions that enable them to implement best practices and standardise processes across all lines of business, as well as effectively manage risks and ensure business continuity.

Mitratesh serves over 1,800 organisations worldwide, spanning more than 160 countries.

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