QP) Quark Publishing Platform™

Client:	Health Authority
Industry:	Life Sciences, Government Agency
Use Case:	Standards, Guidelines and Knowledge Management
Users:	100+
Country:	Europe
Goal:	Regulate & Inform

QP

Health and Welfare Agency Improves Care with Structured Authoring for Guidelines, Policies and Knowledge Management

This health authority is a government agency under the Ministry of Social Affairs with a broad range of activities related to social health care and services.
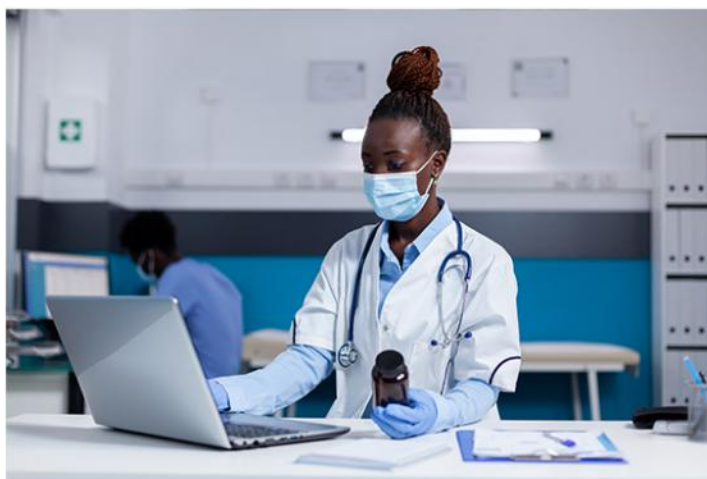
The Challenge

The board of this organization carries the vital responsibility of creating healthcare guidelines for decision-makers and healthcare professionals, ensuring that the entire country benefits from the latest shared knowledge. These essential guidelines are compiled into comprehensive knowledge documents, which require meticulous attention to detail and seamless collaboration. However, relying solely on the unstructured content formats in Microsoft Word and Excel without any reuse potential proved insufficient for the complex processes of producing, publishing, and evolving these documents.

A significant challenge emerged during the creation, review, and approval stages when multiple copies of documents had to be exchanged via email. This challenge was particularly prominent because the production involved both internal staff and numerous external experts. This manual approach was time-consuming, prone to errors and often led to version control issues.

Why Quark?

Quark Publishing Platform (QPP) has revolutionized the document development workflows for the board by providing a comprehensive set of tools and features. With user-friendly structured authoring, robust document templates, reliable component content storage and assembly, and automated workflows, QPP offered a centralized platform for transforming the creation processes of standards, guidelines, and knowledge management documents.

By utilizing QPP, one of the few centralized content collaboration platforms incorporating a closed-loop content lifecycle management engine, the board successfully established uninterrupted connectivity between internal and external users. This enables the production and publication of crucial healthcare documents with precision and timeliness as waiting for reviews, edits and approval is longer a barrier.

By leveraging QPP's automated workflows and centralized repository, the board streamlined the entire document lifecycle, including creation, management, collaboration/reviewing, assembly, and publishing. Furthermore, the platform's efficient version control management ensures the integrity of content by keeping the data accurate and up to date across all users.

The Results

- Enhanced productivity by reducing manual work and elevating the quality of guidelines, policies and knowledge management.

- Enabled timely and regular updates of knowledge content in a timely fashion with the latest scientific data.

- Streamlined the content publishing process and ensured greater consistency.

- Reduced error-prone publication of knowledge support in several documents and formats.

- A single platform for managing several different documents in one centralized CCMS.

- Integration with EndNote and other internal systems for a more collaborative authoring and publishing workflow.

The Quark system allows a shift away from the manual approaches, simplifying an otherwise tedious and complex process while reducing duplication of effort and manual errors.

Quark™

If a quark – in science – is the basis for all matter, then Quark – the company – is the basis for all content. The company revolutionized desktop publishing and today provides content design, automation and intelligence software for end-to-end content lifecycle management. Customers worldwide rely on Quark to modernize their content ecosystems so they can create complex print and digital layouts, automate omnichannel publishing of mission-critical documents, and analyze production and engagement insights for the greatest return on their content investments.