MILLWRIGHTS REGIONAL COUNCIL OF ONTARIO

CLIENT PROFILE

Unions take care of their members. Idealogical Systems takes care of unions. While the Millwrights Regional Council of Ontario (MRCO) attends to the safety, health and welfare of its members, Idealogical Systems works to ensure that technology works for the Millwrights. From archiving and managing documents, to getting all of the local offices online and connected, Idealogical Systems customizes technology to meet the needs of the MRCO and its members.

SAVE IT. FIND IT. USE IT.

All offices have paperwork, and the MRCO is no exception; many of its documents need to be conveniently accessible at all times. The key to making paperwork useful is being able to save it, find it and use it.

Jurisdictional Dispute Documents are vital to the MRCO as they define the responsibilities and relationships between Millwrights and other organizations. Documents like these, which may date back 30 years, must be saved digitally, as well as catalogued. Once a document is digitized it should be accessible and usable. This is why Idealogical Systems created a **Jurisdictional Document Retrieval System (JDRS)** that enables the MRCO to quickly catalogue and access all its documents. All documents in the JDRS can be easily retrieved from anywhere and kept securely.

Integral to this system is a **Document Management System** that tracks all types of incoming materials. Once converted to a digital format, all documents can be searched by keyword, viewed online and printed/faxed/e-mailed from any one of the union offices across Ontario.
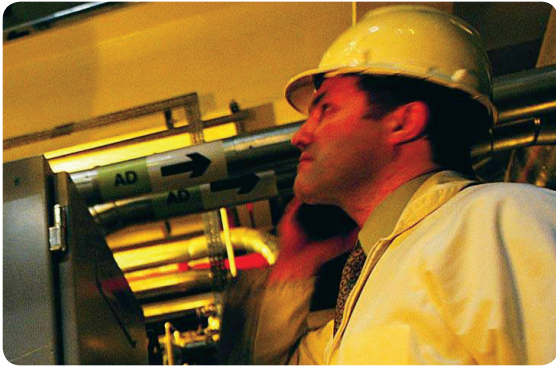
SUMMARY

The Millwrights Regional Council of Ontario (MRCO) is a union for Ontario Millwrights. Comprising of eight local union offices across Ontario and over 3,000 union members, the MRCO uses systems developed by Idealogical Systems Inc. to keep their local offices and members up-to-date on news, training and individual rights.

KEY SOLUTIONS

- Jurisdictional Document System
- Document Management System
- Technology Deployment
- Web Site
- Remote Office Management

MAKING IT WORK TOGETHER

The most important role of any information technology management company is its ability to make everything work together. Like many of Idealogical Systems' clients, the MRCO began working with us at a time when they did not have any computers. We developed a province-wide deployment plan that introduced appropriate technology to each of the Millwrights' union offices. This process enabled us to provide new users with a gradual introduction to computers, while teaching them how to properly use the technology.

Printers, fax systems, the Internet and users all need to perform together seamlessly. Idealogical Systems utilizes a graduated retrofitting process to introduce new technology and ensure clients can easily work through the transition process. In this way, we create a **Technology Deployment Process** that makes new technology work with existing technology, thereby enabling the effective integration of all office resources, while minimizing downtime.

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WEBSITE

The MRCO Web Site offers much more than just contact information; **www.millwrightsontario.com** is an information portal for all local union offices and their members. From this one site, union members can access such information as the details of their current union contract and benefits, learn about new training courses and register their new skills. Internally, administrative staff can track apprentice hours, search a database for Juristictional Dispute Documents or use a unified mailing list for specific union members or the union as a whole.

MRCO Web Site (www.millwrightsontario.com)

GO ANYWHERE

Union representatives go where their members are, and technology needs to be where the union is. The solutions Idealogical Systems developed for the MRCO give union representatives across Ontario instant access to the same information as the main office. Not only is information access the same, but all local offices also receive an identical level of technical assistance. This type of complete **Remote Office Management** ensures that the needs of all offices and users are met, while centralized computer system management ensures that all offices are working at optimal output levels. In both cases, Idealogical Systems is able to quickly and easily perform upgrades, repairs and maintenance as required.

DISASTER RECOVERY

In the event of accidental file deletion, data corruption or acts of God; data needs to be recoverable. Given the MRCO's need to protect data housed on the central servers, as well as all local office computers, Idealogical Systems developed an economical backup system that is monitored daily to ensure all important data can be recovered in the event of a disaster. This **Disaster Recovery System** is able to recover data lost anywhere from one day to one month ago.

The MRCO has multiple servers, and while each server has a primary function to store data or house reference materials; all are interchangeable. A **Redundant Server System** ensures that primary document management needs are met at all times, and that a data server is always available.

Idealogical Systems has a premier **Emergency Response Capability** that allows us to be available to our clients within two hours of an emergency. This system also enables us to remotely manage client resources – everything from backup monitoring to virus response. Not only do we provide technical support from the moment you call us, but we can also send a technician on-site immediately.

The MRCO and Idealogical Systems have worked in partnership to develop systems to communicate information more effectively between local offices, other unions and their members. This partnership ensures that technology and member dues are used to the fullest.

Microsoft GOLD CERTIFIED Partner

Microsoft Small Business Specialist

FOR YOUR SOLUTION

For information about how Idealogical Systems can help your business, please contact us today.

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