FWCP Fish & Wildlife
COMPENSATION PROGRAM

unite
A SmartSimple Unite user

How a new, automated review process and improved communication tools saved the Fish & Wildlife Compensation Program $50,000+

ⓘ Synopsis

The Fish & Wildlife Compensation Program (FWCP) – a partnership between BC Hydro, the Province of BC, Fisheries and Oceans Canada, First Nations, and public stakeholders – had been struggling with managing a growing number of applications with their old, manual process that consisted of emailing, using spreadsheets, Word documents and even filing away physical folders. Turning to SmartSimple to automate these processes, SmartSimple was able to deliver a fully configured system within FWCP's 6 to 9 month timeframe. With a new system and streamlined process in place, nearly all of FWCP's process pain points have been eliminated.

📊 Key Stats

Client Name: Fish & Wildlife Compensation Program

SmartSimple Client Since: 2015

Type of Giving: Approx. $8.9 million in 2016/2017

Old System: Manual process that used email, word documents, file folders and spreadsheets

Key Pain Points: Excessive amount of printing, large amount of manual work in the process, no automation

New System Must-Haves: High level of security, fully automated with the ability to print as required, Canadian company, demonstrable ROI

> *"The time we've saved since implementing our system has been huge. Binders that took dozens of hours to create can now be produced in 30 seconds. We know exactly where each reviewer is with their assigned tasks and can quickly create and send reminders; no more guessing if everyone is on schedule or not; we can truly monitor the entire review process from start to finish.* 99

Marc Nielsen,
Project Manager and Business Analyst Test Lead
BC Hydro

About the Fish & Wildlife Compensation Program

BC Hydro is a provincial crown corporation owned by the government and people of the Province of British Columbia. They operate 31 hydroelectric facilities and two thermal generating plants that deliver power through a network of more than 48,000 miles of transmission and distribution lines. BC Hydro funds the Fish & Wildlife Compensation Program (FWCP), whose mandate is to conserve and enhance fish and wildlife that have been impacted by BC Hydro dams.

Finding a way to eliminate manual processes

FWCP had two immediate problem areas they wanted to address: first, they wanted to improve how the review process was managed for grant applications and second, they wanted to find a better, more efficient way to communicate with grant applicants. Before switching to SmartSimple Unite, the Program had been using a mix of emails, word documents, physical file folders and spreadsheets to manage these activities.
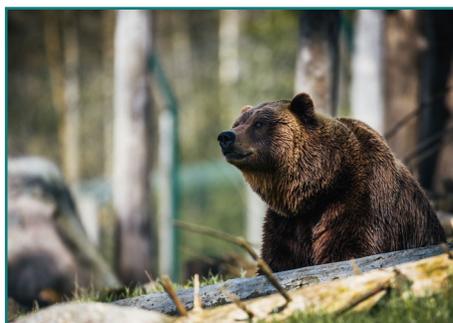

"Applicants would email applications to us, the administrative team would manually record them on a spreadsheet, and then we would print and ship binders to between 10 and 20 reviewers. Over a period of a few short years, the number of grant applications was increasing rapidly. We were spending a great deal on supplies and resources to accomplish our work," says Marc Nielsen of BC Hydro. "We definitely needed a new process, one that we could automate but would still support any paper-based requirements as needed to accommodate our review panels," he continues.

Selecting SmartSimple

Marc and the FWCP team did an extensive amount of research before deciding on SmartSimple. They needed a supplier that could demonstrate a clear ROI while being able to deliver on a very demanding schedule. "We needed someone who could provide obvious value for dollar, and deliver a finished system within a 6 to 9 month timeframe. **It was critical for us to be able to use our new platform for our fiscal 2017 grant cycle, or we'd be stuck using our old, manual system for another full year,"** adds Marc.

"It was clear to us from the first demonstration that SmartSimple's Unite was the only vendor solution that could meet all of our requirements and deliver on time within our price range.

Several other vendors were close, but they were either more costly, could not meet our privacy standards or other key business requirements. Unite was the one solution that could do everything we needed, and more."

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powered by aws

Fish & Wildelife Compensation Program is hosted on Amazon Web Services

Working with SmartSimple

"The SmartSimple team was extremely attentive and met our demanding deadlines. They were a true partner during our implementation. And the support team has been just outstanding, answering our questions quickly while giving us the information we need to develop our own internal skills. I've actually been able to configure new grant types myself."

Since moving to SmartSimple Unite, the FWCP team has been able to eliminate most of the old process pain points. "The time we've saved since launching our system has been huge. We know exactly where each reviewer is with their assigned tasks and can quickly create and send reminders; no more guessing if everyone is on schedule or not; we can truly monitor the entire review process from start to finish."

On top of eliminating hours of repetitive work printing, scanning and photocopying, **FWCP has already saved over $50,000 in resources and the saving will continue each year.** They even surveyed applicants, and more than 75% said they found their overall experience using SmartSimple was either very good or excellent. "If we suddenly had to go back to our former process, it would be a huge let down for our supporters; our reviewers would be highly disappointed and our administrative staff would be disheartened," says Marc.

"The ability to use digital signatures, being able to produce PDFs of our applications and online reviewing options have greatly reduced the complexity of collecting review scores and summaries. Reports can be created and exported with next to no effort."

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About SmartSimple

SmartSimple is a global leader in cloud-based automation and collaboration software, offering unique process solutions used by over 375 clients in more than 192 countries. Some of the largest companies in the Fortune 100, as well as global foundations and government agencies, choose SmartSimple to enrich their impact story and create greater efficiencies in their business processes.

About SmartSimple Unite

SmartSimple Unite empowers federal, state, local, and tribal governments to streamline the administration of grants and funding programs on a single centralized, secure cloud-based platform called Platform3. Entirely scalable from the ground up, Unite can be deployed agency-wide, or within a multi-agency shared services model whereby several divisions or offices deploy their own system through a central budget office.

Through Unite, time-consuming manual tasks can be automated, eliminating extra steps and saving your agency valuable resources. Our end-to-end solution also provides a comprehensive audit trail, giving you a detailed view to manage budgets and allocations more effectively. Backed up and supported by live technical support that will help you get the most out of the platform-based solution, Unite is a flexible solution that you tailor to tackle your own unique challenges.

SmartSimple interacts with over 250,000 unique users a month from over 375 organizations in more than 192 countries.

Our commitment to making processes work better and freeing our clients to do more good goes beyond the technologies we create
– it's at the very heart of our business.

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Contact us to request a demo that's tailored to your granting needs.

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