



an IPRO company

# Europe Show

**27 - 29 September 2021**

**GDPR & Privacy: How to be prepared**



**Tom Gilsenan**

Owner-Director Informa

# About Informa

- 25 Years Delivering Digitalization and Information Management Solutions.
  - Evolution and finding our niche.
- ZyLAB Partners since 1998.
  - Mirroring future paths ever since.
- Transitioning our bureau from paper to digital supports.
- Informa's vision for our clients is to:
  - Streamline and automate what can be automated allowing humans concentrate on the content.
  - Have processes that are safe and repeatable.
  - Have good oversight and reporting to breed confidence in the process.

# Informa-ZyLAB Users



Our Lady of Lourdes Hospital  
Drogheda



An Roinn Leanaí, Comhionannais,  
Míchumais, Lánpháirtíochta agus Óige  
Department of Children, Equality,  
Disability, Integration and Youth



An Roinn Sláinte  
Department of Health




# Clients Pains – Management

- Staffing Resources
- Transitioning from paper to digital
- Understanding and managing scope of requests
- Ever increasing data sources
- Lack of control and oversight (Audit)

# Clients Pains – Users

- Collection & Processing
- Email Review Management (threads & conversation strings)
- Exemption Hand
- Redaction Mana
- Scheduling/Rep
- Publishing (Clea

			
Record No	Decision	Brief Description	Exemption
0001 - 0000	Full Release	Notification missing description	
0001 - 0003	Full Release	eTender Notification 13-03-2021	
0004 - 0004	Part Release	OGP Framework Notification	32(1)(1) [0004]
0005 - 0005	Part Release	Email from Jonathan Moran to Linda O Connor	37(1) [0005]
0006 - 0006	Part Release	Email from Tom Gilsenan to OGP	36(1) [0006]
0007 - 0008	Full Release	Email from Tom Gilsenan to OGP	
0009 - 0010	Full Release	Email from OGP to Tom Gilsenan	
0011 - 0013	Full Release	Email from OGP to Tom Gilsenan	
0014 - 0013	Full Release	Evidencing above is a first where framework descriptions have always been available for screening	
0014 - 0014	Full Release	Email from Tom Gilsenan to Brian Winters	
0015 - 0017	Full Release	Notification	
0018 - 0017	Full Release	OGP Admission Description was Omitted	
0018 - 0019	Full Release	Email from Jonathan Moran to Tom Gilsenan	
0020 - 0020	Full Release	Email to to the OGP from Tom Gilsenan	
0021 - 0024	Full Release	Technical Issue Flagged	
0025 - 0024	Full Release	Expecting suppliers to click in on all notifications	
0025 - 0030	Part Release	Email re Multi Framework	30(1)(c) [0027]
0031 - 0030	Full Release	This Notice Ref 158105 I dont know what this is , we did meet with them in May 2019 not sure of the relevant	
0031 - 0030	Full Release	The notice did not include a description	
0031 - 0030	Full Release	No description with the email notice	
0031 - 0030	Full Release	How could it be a fair open competition if others had no description to establish relevance	
0031 - 0030	Full Release	Email from Howard Maguire to Tom Gilsenan	
0031 - 0032	Full Release	All other suppliers rely on descriptions too	
0033 - 0033	Full Release	Flagging Technical Error	
0034 - 0034	Full Release	To expect tenderers to click into each link when descriptions are provide all the time is not practical	
0035 - 0038	Full Release	Questioning if they corrected this hours later why this was not reflected in the notification	
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# 10 Clients Gains – Single Solution for Management & Users

1. Processing at Source
2. File De-Duplication
3. Email Thread Management
4. Collaborative Working for Decisions and Review Management
5. Fast and Accurate Redaction Process
6. Fast, Robust and Accurate Scheduling
7. Professional Publishing
8. Real time tracking and reporting
9. Integration (APIs) with other systems
10. Repeatable

# ZY LAB] Q&A





**Thank you**