



**2022 COMMISSIONING  
INNOVATION SHOWCASE**

# The Future of Commissioning Technology



**Brett Petersen**

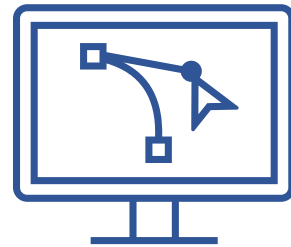
## What will be discussed:

- Collective challenges
- Current state
- Commissioning Requirements
- Future state
- Benefits

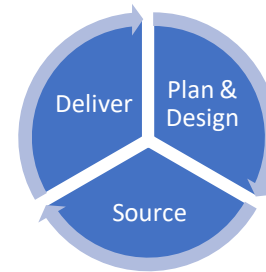
# About ZEN



Australian  
owned and  
operated



Innovative  
Software  
specialists



Deep  
Commissioning  
Lifecycle  
Expertise



Trusted  
Partner



# PHN Commissioning Challenges



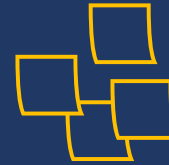
## REPORTING

- Various data & information sources
- High likelihood of risk of error



## TRANSPARENCY

- Lack of transparency
- No enforced process
- Traceability difficult



## DUPLICATION

- Copying data between systems
- Manual data entry



## PERFORMANCE

- Qualitative instead of quantitative
- Having history of provider performance

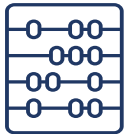
**PHN Goal: To spend more time, effort and resources on delivering high quality healthcare services**

# Commissioning Current State

## Technology Landscape



CRM Systems



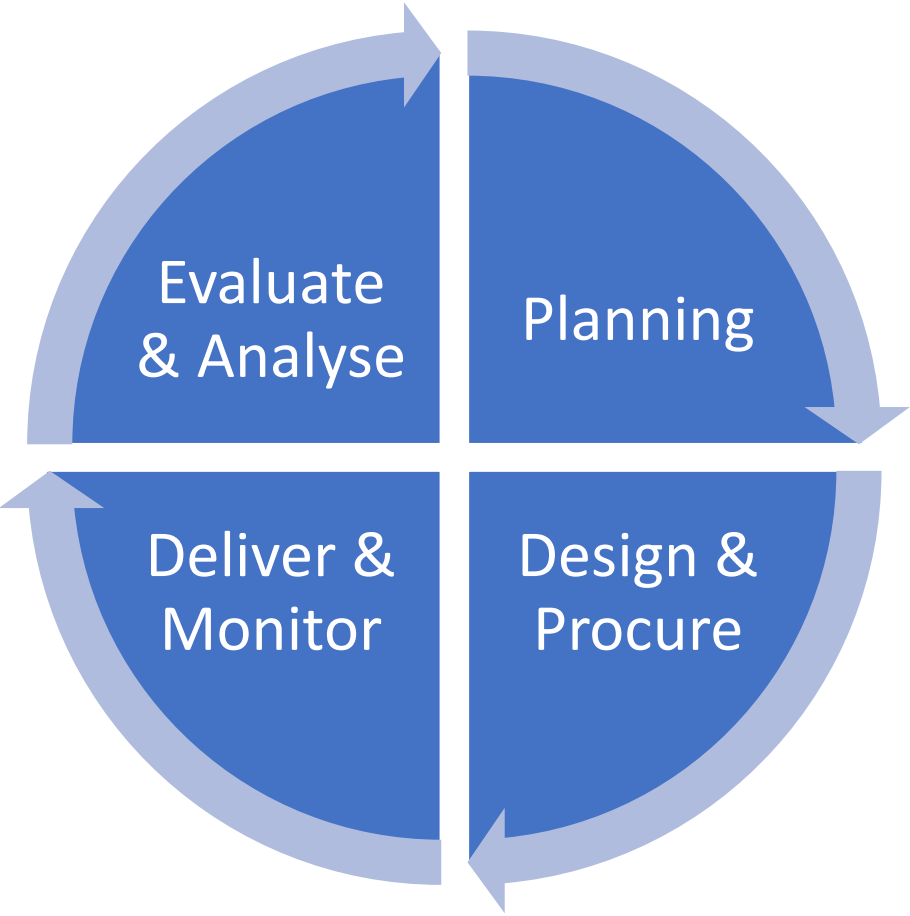
ERP & Finance Systems



Contract Systems



Bespoke Development



IT Infrastructure



Health Systems



SharePoint



Procurement



Desktop & Devices



Power BI





# Commissioning Lifecycle

## PHN Considerations



### Funding Source

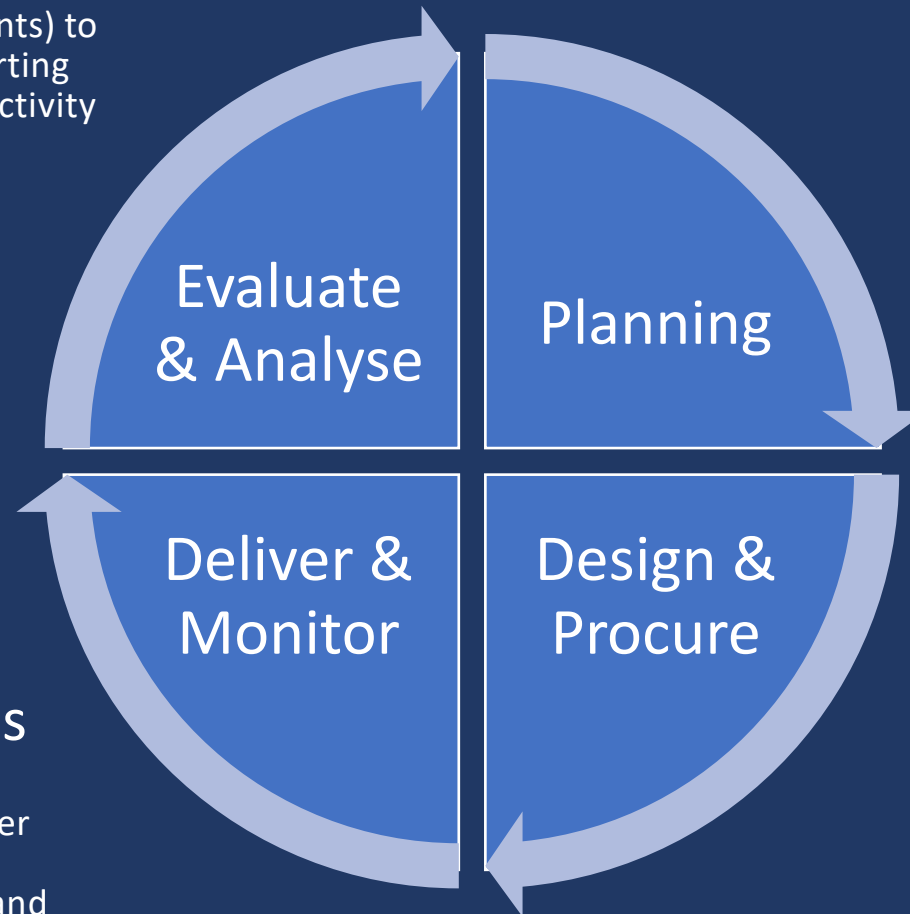
Ability to link funding source (e.g. grants) to services and activities to meet reporting requirements, with automated connectivity into the finance system

### Activity Tracking

All commissioned services are captured as discrete activities with the commissioning steps customisable in accordance with client business processes

### Reporting & Analytics

Solution to create and manage provider contracts, with linkages to the Activities/Services, Strategic Priorities and Funding Source



### Procurement

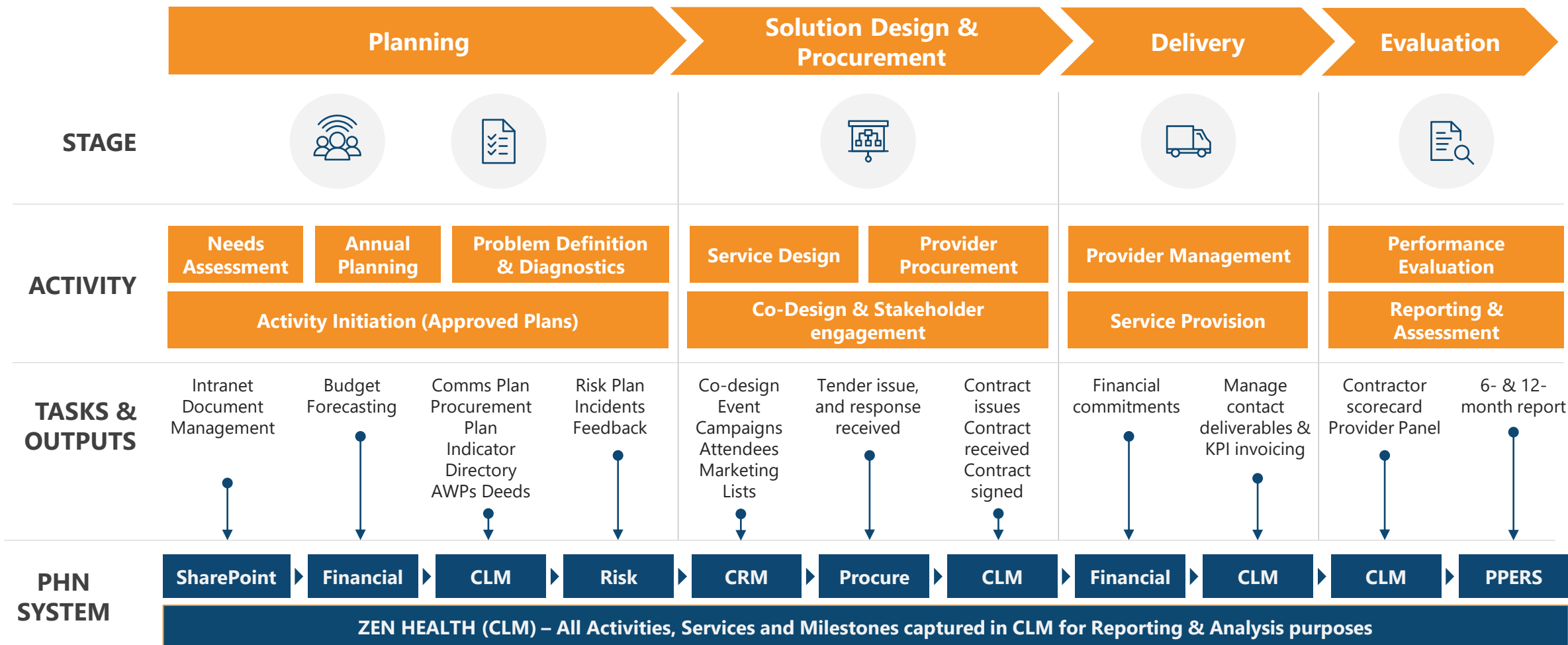
Procurement activities digitised through automated workflow and linked to Commissioned services

### Providers & Contracts

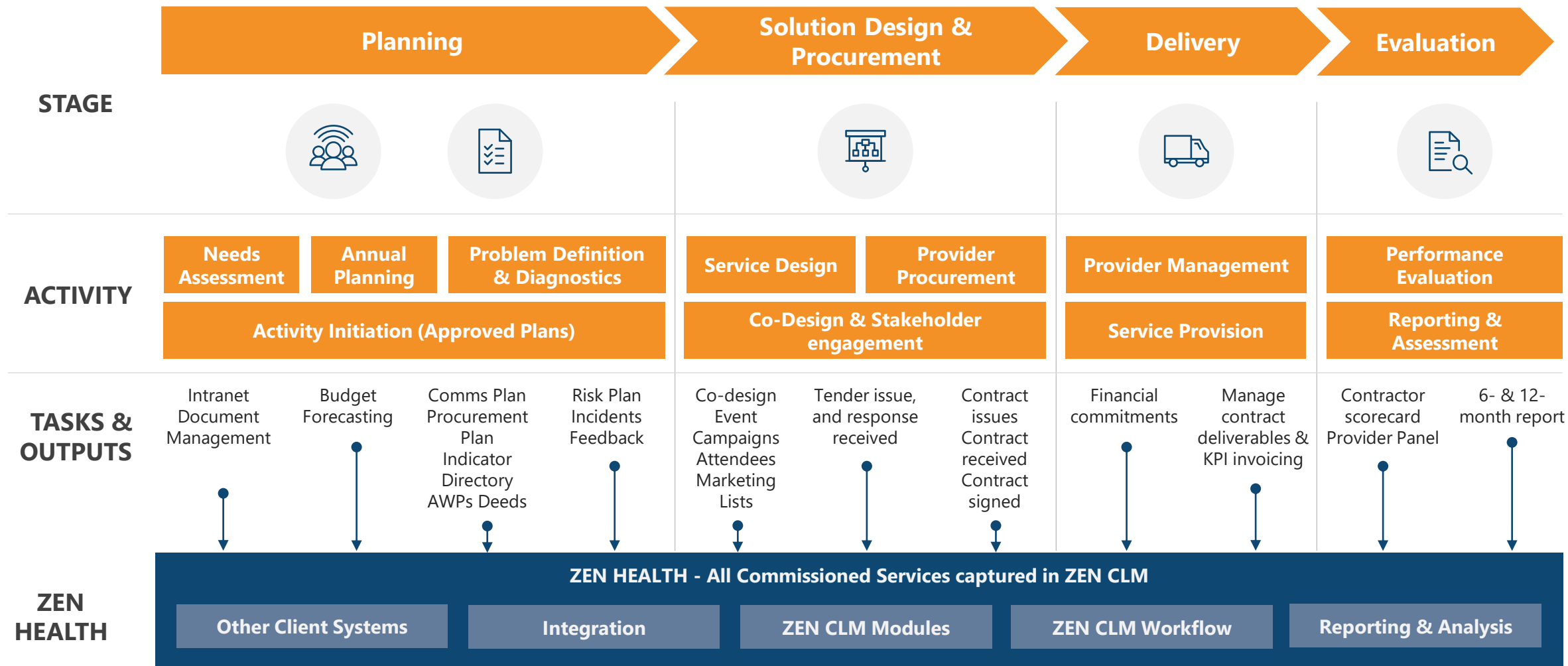
Solution to create and manage provider contracts, with linkages to the Activities/Services, Strategic Priorities and Funding Source



# PHN Commissioning Systems Alignment

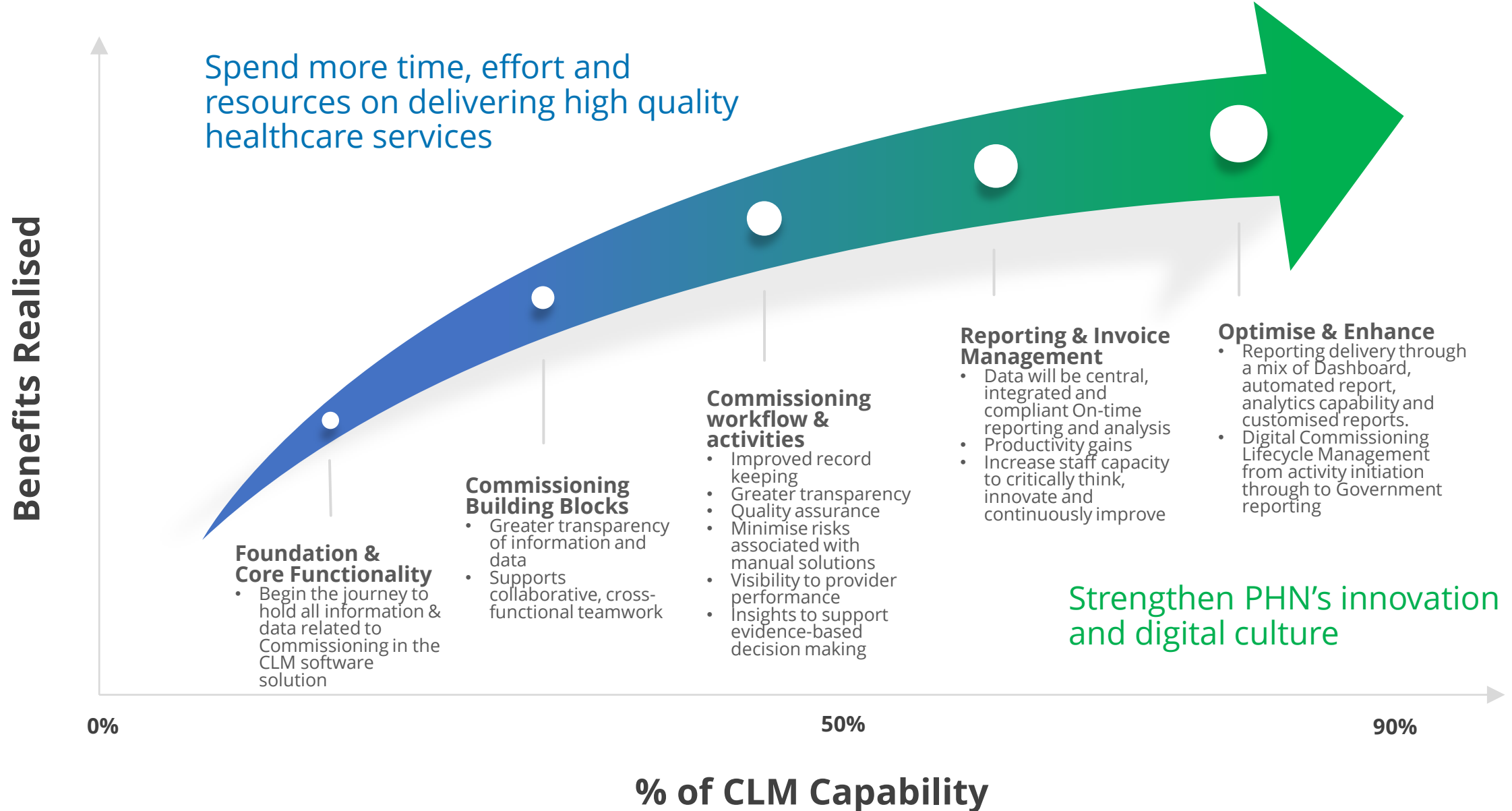


# PHN Commissioning Journey





# CLM Capability vs Benefits Realised





Want to know more?



**ZEN  
Sponsor  
Booth**

**Come and view  
ZEN CLM live!**

[brett.petersen@zenenterprise.com.au](mailto:brett.petersen@zenenterprise.com.au)

0403 149 199

**Win a Morning Tea for your PHN!**

