

SOUTH AFRICAN NURSING COUNCIL

Membership Management System (MMS) Update



South African Nursing Council

Regulating nursing, advocating for the public

SUMMARY//

The SANC made a commitment to overhaul its business processes by adopting technology to assist the organization to function as a modern day business that we are supposed to be in order to:

Improve Customer Service

Reduce Operational Risks

Improve Compliance

At the core of the SANC business transformation (digitization) is the implementation of the new Membership Management System (MMS) to replace the current Nurse Register System. The implementation of the MMS has a direct impact in improving customer service conditions. At a very minimum the MMS will:

Improve communication

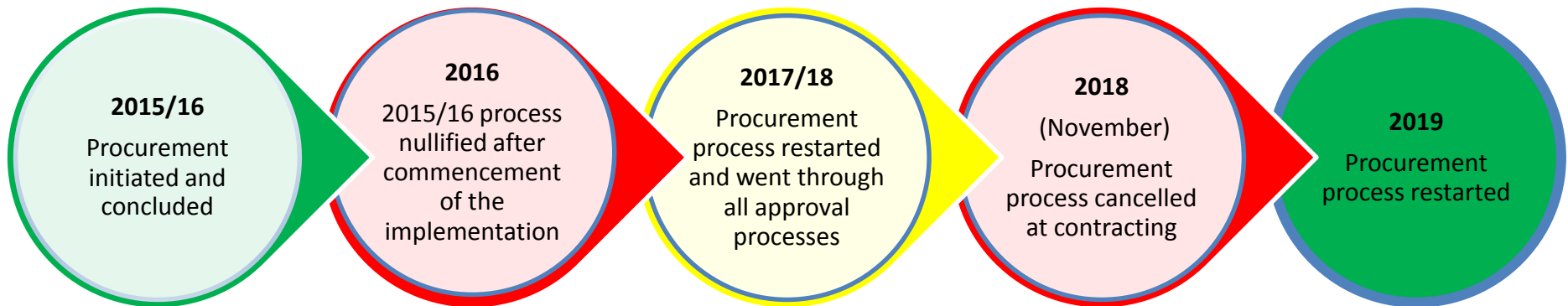
- Nurses do not update their contract details as they are legally obliged to

Improve Customer services

- Clients will have more options to interact with the SANC, pay online and download all the documents

WHY HAS IT TAKEN THE SANC SO LONG TO IMPLEMENT MMS//

The decision to implement the MMS was taken around 2014 when the eBusiness Transformation Project was established within the SANC Organization.



MMS 2019 PROCUREMENT STATUS//



END.

THANK YOU.

**GOALS
OF DIGITALIZATION**



**Improvement
of the product**



**Automation
of the processes**



**Simplification
of communication**