

Working with an NGO

Building a Program

Forthright's vast knowledge of legal and regulatory processes and state of the art systems helps solve the most complex process management issues. One such program, enhanced and streamlined by Forthright, found international success by managing, facilitating, and processing a regulatory system to benefit the Internet community.

Challenge

A global non-profit public-benefit corporation was faced with the task of creating a consensus-based, international program to help administer disputes worldwide. The organization was looking for a recognized, international leader with process management capabilities to assist in resolving these disputes.

Solution

Forthright worked with an NGO by developing a thorough understanding of its mission and then utilized an internal program that effectively navigated the complexity of a consensus-based process. This resulted in the development of a state of the art resolution program that not only exceeded the non-profit's requirements but included innovative elements such as the capacity to handle large volumes of transactions, a simpler user interface, and a system for continuous improvement to maximize process refinement time.

Forthright has also been responsible for all program implementation, including drafting rules, devising user fees, and administering case filings. Forthright assembles and trains professionals, relying on a panel of experts from around the world. As Forthright continues the administration of the system, the non-profit has been easily able to adjust the rules and processes as needed.

Results

With Forthright's assistance, the non-profit has benefited from favorable process improvements. Forthright's administration of the program has easily accommodated a steady increase in transaction volume over time. Additionally, the global Internet community has experienced greater ease and higher satisfaction with this regulatory process. Users benefitted from a secure and stable program resulting from the non-profit's efforts as well as input from Forthright.

With the implementation of quick and easy electronic filing, Forthright has processed nearly 15,000 cases to date and has significantly decreased processing times. Forthright is also proactive in implementing changes to the process to improve service to filers as well as reduce the cost to file. The global Internet community enjoys benefits such as:

- Reduced fees for users
- The ability to handle increasing volume
- Electronic online filing system
- Release of supplemental rules to improve the regulatory process
- Enhanced user experience by creating a streamlined user portal with easy sample forms and dedicated customer service