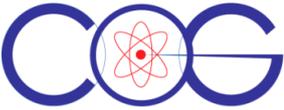




CANDU Owners Group Inc.



"Strength Through Co-operation"

>>> PleaseReview's collaborative review and co-authoring technology results in significant savings in participant review time as well as reducing the administrative burden of managing the review process.

### Business overview

The CANDU Owners Group Inc. (COG) is an affiliation of CANDU Nuclear Power Plant Operators and AECL, the original designer of CANDU, the Canadian-designed power reactor. CANDU Owners Group provides a framework for co-operation, mutual assistance and exchange of information for the successful support, development, operation, maintenance and economics of CANDU technology.



CANDU Owners Group is still in a trial roll out phase of PleaseReview, but from my point of view this product greatly reduces the effort required to administer multi-phase reviews. Feedback from reviewers has been that PleaseReview is easy to use and that the ability to thread comments adds to the quality of the review.

*John Skears, Program Manager,  
COG*

### The challenge

As part of its support activities, COG is responsible for the project management of a major Research and Development Program that addresses current and emerging operating issues to support the safe, reliable and economic operation of CANDU reactors. This program generates a large number of reports annually that must be reviewed by the participating COG members. This involves up to 50 different authors who prepare approximately 200 documents each year, which are then sent out to all members for review.

In order to manage this review process, the document for review was converted into a password protected PDF and sent out as an email attachment. In practice, this was extremely error prone and inefficient, there was no collaboration on the review, no reporting and the author had the dubious task of consolidating all the review comments and changes back into the original document.

As a result of a combination of the existing poor review process and reviewers having to do the reviews in addition to their normal job of supporting the nuclear facility, the target review time of 30 days was typically taking up to 120 days. When managing and processing such a large number of documents, this delay created a problem for COG, who was anxious to find a solution.

COG therefore explored the acquisition of software that would support a collaborative document review process, which would deliver significant savings in participant review time and reduce the administrative burden of managing the review process.



We are confident that usage of PleaseReview will continue to deliver substantial benefits to both authors and reviewers.

Whilst the continuing challenge of competing priorities and resource issues will continue to have an impact, PleaseReview will enable COG to get closer to the target 30 day review completion time.

*John Skears, Program Manager,  
COG*

## The solution

During their search for a solution, COG came to the conclusion that PleaseReview was the only application specifically designed for collaborative document review and co-authoring. PleaseReview enables multiple users to simultaneously review and co-author a document, both across the organization and externally with third parties within a secure and controlled environment. This ability to collaborate with external partners was an important consideration, as COG's members work for CANDU Operators across the globe. COG was further persuaded by PleaseReview's extensive functionality including automated change consolidation, comment reconciliation, discussion threads, online & offline review as well as its comprehensive reporting capabilities.

Being quick and easy to use, coupled with the fact that documents could be reviewed in their original format (rather than just PDF) it was evident that time savings would be achieved. Additionally, as PleaseReview is a web application it places no requirements on the client machine other than a browser.

By selecting PleaseReview COG was able to meet their key requirements, namely:

- ◆ For multiple individuals to review exactly the same copy of the document simultaneously and to see other reviewers' comments;
- ◆ For reviewers to provide comments within the context of the document;
- ◆ For the COG administrator to monitor and control the review process and provide a comprehensive QA audit trail & report of each review.

COG has been quick to notice several key benefits, including significant reduction in the time taken for individuals to complete the review, achieved predominantly by avoiding duplicate editorial comments from multiple reviewers (as each participant can see each other's comments); improved technical quality of the reviews, evidenced by the threading of comments (reviewers can view and respond to comments, often leading to discussion threads); less errors as authors no longer have the issue of capturing and consolidating comments from multiple PDF copies back into the original Word document; a reduced administrative burden in managing reviews; the ability for COG to monitor each review status, helping them identify and remove any holdups and the fact that the reconciliation report provides an excellent means to support COG's review quality assurance requirements.

### Contact:

PleaseTech Ltd  
43a High Street  
Malmesbury, SN16 9AG, UK  
Europe & worldwide:  
Tel. +44 (0)1666 826540  
North America:  
Tel. 877 205 4940  
Email: [info@pleasotech.com](mailto:info@pleasotech.com)

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