

Leading the way: how a campus-wide ECM standard rapidly extends value

“As an enterprise standard, the university as a whole contributed to the initial investment, and now departments can easily add-on to realize the benefits with very little cost.”

– Tony Benton, OnBase Administrator

The Customer

The oldest public institution of higher learning in the state, Ohio University (OU) has nearly 17,000 undergraduate students and more than 250 undergraduate programs.

The Challenges

Several departments at OU began looking at imaging systems to get rid of their paper and unite information in different systems. OU wanted to avoid multiple enterprise content management (ECM) systems that would encourage information silos and put an unnecessary burden on IT. At the same time, the solution had to fit the needs of various departments across campus and complement existing technologies, including the Oracle E-Business Suite, without requiring too many IT resources.

The Journey

OU decided to adopt a single university-wide standard. “We wanted a solution that was easy to maintain and configure. OnBase has a great deal of flexibility, but it can also be supported by only one person,” says Tony Benton, OnBase Administrator at OU.

The Solution

The Financial Aid department was the first department to use OnBase. With significant university-wide growth, OU now runs OnBase in 10 departments. It continues to expand as it connects departments across campus. It fills the gaps and cures the inefficiencies linked to paper and disconnected software systems.

OnBase and Oracle E-Business Suite bring efficiency to Procurement

In the Procurement department, users easily retrieve OnBase documents from within Oracle. Users simply click on a link in Oracle, and OnBase displays documents related to the Oracle form. Users have more information available without leaving their familiar application, and work can be completed more efficiently.

Undergraduate admissions sends out applications faster

With the paper-based application process, the Undergraduate Admissions Office had to manually match and sort prospective students’ documentation in file folders. For reviews, counselors had to physically move folders between offices. Documents could easily get stuck on a desk or be taken on the road when counselors traveled for recruiting. Now, the

The Challenges

- Complement Oracle® E-Business Suite™
- Flexibility to fit many departments
- Remain low maintenance as the solution expands university-wide

The Results

- Creates university ECM standard
- Allows access to content directly from Oracle
- Eliminates six staff needed during peak processing time

“We wanted a solution that was easy to maintain and configure. OnBase has a great deal of flexibility, but it can also be supported by only one person.”

– Tony Benton

documents are automatically matched to the right student file and they are available to authorized users when they need them, even on the road. More than one person can view a document, and OnBase automatically routes the applications to counselors for review. OnBase and OU’s student information system (SIS) communicate back and forth so that each system has the most up-to-date information on every student. Applications are reviewed faster so that decisions can get out earlier.

Low-cost expansion fuels adoption

As more and more OU departments realize the benefits of an OnBase system, the demand for OnBase continues across the university.

Housing Department

Housing contracts are scanned in, OnBase updates the SIS and the contracts are automatically indexed into OnBase. During peak processing times, the department had to hire six temporary staff. Now, it’s handled by one part-time student employee.

Financial Aid

Parent PLUS loans are scanned into OnBase and automatically indexed. The documents create a virtual folder for each student. All financial documents, such as tax returns or FAFSA applications, can be accessed through the folder.

Donor Relations

Like Financial Aid, OnBase creates a folder for each donor. Storing all related documents in OnBase gives the department an easier method to search and track donor information.

Registrar

When a student comes in to register for a class, staff scan in the slip while the student is there. The slips are immediately available in OnBase if a question or dispute arises.

Why OnBase?

OnBase fits a single department, yet is easily scaled to a university-wide solution that meets the unique needs of each department. And it keeps IT resource requirements to a minimum. With a single ECM standard, universities like OU find a solution that brings efficiencies to areas throughout the institution while keeping a low total cost of ownership.

time to make a difference.

Get more information out of existing business applications. Reduce, even eliminate, wasteful, redundant tasks. Now you can spend your time on the things that really matter. That’s effective document and process management.

That’s the OnBase difference.

Learn more at OnBase.com/HigherEducation

OnBase[®]
a Hyland Software solution