

The OnBase Payoff

- Increases staff productivity, providing simultaneous access to documents directly from the map
- Eliminates inefficient application switching for faster decisions and fewer process delays
- Equips field workers with the content required to respond effectively to service requests

Manage facilities more effectively with OnBase

Facilities Management staff at many higher education institutions use geographic information system (GIS) technology to manage campus operations. These applications provide electronic maps that connect campus locations and utilities to related data. With OnBase, institutions can further leverage their GIS investments, putting supporting documents on the map so that staff can make better decisions, ensure efficient maintenance and respond quickly to service requests.

The Challenges

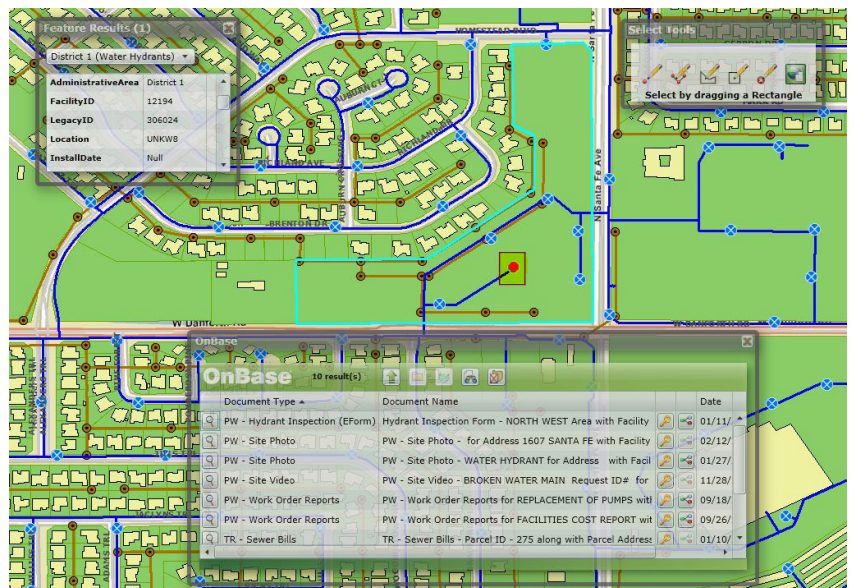
While GIS applications provide value for higher education institutions, effectively managing facilities also requires access to related documents, including operational manuals, service request forms, site photos and videos. Unfortunately, staff often must search through several applications, inefficient file shares and/or paper records to access this supporting content, resulting in slow decision making and process delays. Additionally, with documents stored separately in multiple locations, ensuring that content is current is a challenge and access is limited to only one user at any given time.

The Solution

OnBase enables Facilities Management staff — including operational personnel and field workers — to access the supporting documents they need directly from their familiar GIS interface. This eliminates application switching and reduces time spent searching for information, while offering all users simultaneous access to information. With OnBase content mapped to geographic map features, staff make better decisions about critical infrastructure, rectify utility issues and respond effectively to service requests.

Institutions can also host maps on the Web, enabling students and university staff to complete online service request forms that are linked directly to map features. This convenient self-service access accelerates the request process and reduces staff time spent on related administrative tasks. In turn, facilities personnel easily access submitted requests, assigning and routing related work orders to available resources without leaving their familiar Esri application. Field staff assigned to tackle an issue with a water hydrant or a sewer main leak quickly retrieve all documents related to that map feature — including operational manuals and service request details — with a single click. OnBase streamlines Facilities Management, allowing institutions to maximize GIS investments and equipping personnel with the supporting documents they need to make informed decisions and drive processes forward.

Learn more at Hyland.com/Esri



Users can click on specific map features to retrieve a full list of supporting documents stored in OnBase.

OnBase
a Hyland Software solution