

Get on board: nine university departments go live in one year

“When prospective students ask us if we have something, we know immediately if we received it. It gives us a competitive advantage.”

– Roland Shelton, Director of Information Technology,
Division of Enrollment Management

The Challenges

- Paper documents take too long to find and are too expensive to store
- Must work with Oracle PeopleSoft products
- Paper susceptible to loss and damage

The Results

- Reduces paper and storage costs
- Bridges software applications
- Provides business continuity in the event of a disaster

The Customer

Syracuse University (SU), a private research institution in Syracuse, New York, educates about 13,000 undergraduate and 5,800 graduate students every year.

The Challenges

Documents took too long to find and cost too much to store, and paper files made it difficult to have a strong disaster recovery plan. SU needed to support its business applications and speed processes. However, prioritizing and implementing a campus-wide solution required vision and organization.

The Journey

In 2000, SU began deploying OnBase in the Treasurer’s Office. They started with scanning brittle Endowment documents that dated back to 1870. With this initial success, they added on more documents and gained greater efficiency. Using them as the first imaging “champion,” SU added on departments over the next few years.

The Solution

After the Treasurer’s Office, The Bursar’s Office came on in 2003, importing student bills from PeopleSoft Student Financials into OnBase. In 2005, the Comptroller’s Office implemented OnBase by importing old annual fiscal year reports by re-running backup tapes from a soon to be to be retired mainframe, resulting in quick, secure access to them.

Next in line was Undergraduate Admissions in 2006. The office put in a pilot program to scan in application documents. With success of the pilot, they eliminated the paper folders in 2007, and handled their largest application pool ever.

Preparing to go enterprise

As more and more departments saw the benefits of OnBase, SU decided to identify a document management standard. To SU, “going enterprise” meant the solution would be the single point of reference to access documents related to a student or an employee, regardless of where the document originated. This vision helped break down the departmental “silos” across campus. SU gathered requirements and looked at solutions that could meet their needs. After review, SU selected OnBase as their enterprise solution.

“OnBase provides the ‘glue’ between our software applications, like Oracle PeopleSoft, and our documents.”

– Diane Oad, Senior Project Analyst, Energy and Computing Management

SU formed two committees of cross-campus representatives to develop project implementation standards (Planning and Standards Committee) and provide governance (Governance Committee). The Planning and Standards Committee developed templates for implementation, naming conventions, cost benefit, retention, scanners and security, and an infrastructure to support an enterprise implementation. The Governance Committee identified project prioritization criteria and provided overall governance.

One year, nine projects up and running

In the first year, SU implemented OnBase in nine departments. Undergraduate Admissions automated application review and Graduate Admissions implemented OnBase, allowing review from staff in each of 13 schools. Next, six new departments (Payroll, Registrar, International Services, Purchasing, ITS and Campus Planning, Design and Construction) all went live with new solutions. Lastly, the Comptroller’s Office added importing bank checks from a monthly CD.

In the second year, SU planned for a new infrastructure, upgraded OnBase and implemented six new projects shortly after. Projects included Financial Aid, Institutional Advancement, Law School, Academic HR, Records Management, as well as enhancing a process for the Bursar’s Office, allowing students to access their bills electronically.

With OnBase, offices across SU reduce paper and better manage documents. They securely access documents with just a few clicks. In addition, the solution supports business continuity. OnBase content is accessible from the Web so staff can access them from anywhere should campus offices be unavailable.

Why OnBase?

As a campus standard, SU is implementing OnBase in new departments quickly and efficiently, while keeping IT resources to a minimum. With OnBase, universities like SU find a solution that allows them to increase productivity, decrease paper and storage costs and bring a competitive advantage to areas throughout the institution.

- Reduces paper and storage costs
- Bridges software applications and creates enterprise standard
- Provides business continuity in the event of a disaster

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.

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