FUJI XEROX

Company

Trinity College

Sector

Education

Location

Perth, WA

TRINITY COLLEGE

A Matter of Record at Trinity College

For Michael Burgess it appeared as though it was snowing in Perth.

Snowing paper. As Bursar at Trinity College in Perth, part of his responsibility is keeping track of all the student records and administrative files required to run a busy college of over one thousand students. That amounts to a mountain of paper documents and records, all of which need to be printed and filed away. And for Michael, that had become a serious challenge.

Trinity College has a distinguished reputation for academic and sporting excellence. It was founded in 1894 in St George's Terrace, Perth, but moved to its present location in East Perth in 1962. It is a Catholic boys' school in the Edmund Rice Tradition with 1,250 students from Year 4 to Year 12, supervised by some 100 Academic staff.

Business scenario and challenge

With growing student numbers and their need for ever increasing facilities, the college needed to examine its cost base and find savings. Space in the college's buildings was also limited for records, and was reaching capacity. This led Michael to start a major project.

Michael wanted to streamline the work intensive chore of recording and storing information about students and their academic achievements, along with all the administrative paperwork of the college. And with space at a premium, he needed to solve the college's growing problem of document storage into the foreseeable future.

"We did what every school is doing, and that is look at costs," he said. "Part of that was reducing our printing costs. We tend to buy fewer books now because the teachers use more material that they collate into workbooks, which need to be printed. We also need to print exam papers and so on. At last count we produced about five million pages in a year."

Trinity College uses 20 multifunction devices from Fuji Xerox Australia for all its document printing, copying, scanning and faxing. The college has enjoyed a very satisfactory relationship with Fuji Xerox Australia for more than 15 years, so Michael naturally went to them to see what could be achieved in document storage and retrieval.

Challenge

- The space for student data and other records was limited and reaching full capacity
- To record and store data in an efficient way
- To reduce printing costs

Solution

- Barcode and scanning solution that creates searchable PDFs and easily links to the content management system
- DocuShare, an electronic document management system
- 20 Fuji Xerox multifunction devices enabling printing, copying, scanning and faxing

Benefits

- Improved staff satisfaction by empowering staff to create their own storage systems
- Improved efficiencies in document management have freed staff to concentrate on core tasks
- Streamlined processes have improved document workflows
- Greater flexibility to suit changing requirements through easy updates and customisation

Solution

"I was trying to establish a system where we don't need to produce many paper documents. To meet these goals, Fuji Xerox proposed and implemented an electronic document storage solution rather than providing just printing systems," said Michael.

"I started by focusing on the storage side of things by scanning documents and saving them electronically. That's a major project in itself, and it requires you to understand, and then plan, how you wish to store them."

But Michael and the college staff also needed to find all those files quickly and easily, and update them periodically. That led him back to Fuji Xerox Australia to discuss a more sophisticated archival and retrieval process for the documentation.

To help the college scan students' records more efficiently and easily Fuji Xerox implemented a barcode scanning and OCR workflow using two separate solutions. This workflow creates a barcode identity for every student, which is used as a cover sheet for the particular student, and records are then scanned through the college's Fuji Xerox devices. The solution converts the barcode via OCR technology to a searchable PDF format and links it directly to the student's folder in DocuShare, a content management system. This process has created a much quicker way to scan and archive all students' records, and greatly simplifies their retrieval whenever they are required.

"Fuji Xerox has provided a stepped approach from our original scanning process using the copier functions of the multifunction devices. They implemented DocuShare, an electronic document management solution, and that enabled me to scan records into searchable and readable PDF documents. This system does an OCR conversion to the document and stores it in the folder I've designated. PDFs give me the option of different versions, and they are easily retrieved."

So far the college has scanned and archived all enrolments from 2007 forward, all student reports for last year and this year, every capital invoice, and board minutes right back to 2003. Michael has recorded all of his own records for the past four years.

"All records from now on will be recorded electronically," he said. "The most important part is having processes in place to back up all documents. We have a full disaster IT recovery program in place, and test it regularly."

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– Michael Burgess,
Bursar, Trinity College

Benefit: Improved staff satisfaction

Michael's innovative concept of digital school records was initially met with scepticism, but by letting staff become involved in the process that scepticism soon turned to enthusiasm.

"It's an ongoing process. With change management you have to get and keep people onside. They couldn't understand how you could put documents in the system electronically and retrieve them quickly. I let the staff create their own storage systems, and together we solved all the problems. By doing it this way the staff owned the solution.

Benefit: Streamlined document workflows

"We have created a standardised methodology for entering our records. By doing that, in the future anyone will be able to easily file and retrieve documents. It's a huge change of mindset in documentation, but it has dramatically improved our operations. Now, of our leadership committee of six, only one is using paper."

Paritosh Misra, senior account manager, education, at Fuji Xerox Australia's Western Australian offices, pointed out that Trinity College's ongoing relationship with Fuji Xerox Australia has enabled it to update and customise its document management technology to suit its exact requirements.

Benefit: Improved efficiencies

"The college's main concerns, including restricted space, were prime examples of how the DocuShare solution can free staff to concentrate on their core tasks instead of battling inefficient filing systems. The staff is able to manage information much more effectively. They're pleased with the system's ability to access data and files with just a few mouse clicks. The college's invoicing system has also been automated," he said. "Michael and the staff have made a significant decision to manage their documentation digitally. They have adjusted well to not having paper on everyone's desks."

Michael Burgess agrees that the DocuShare management system has completely turned around the college's administration functions and capabilities.

"It's been a total success for us," he said. "Fuji Xerox Australia has been very good to us, providing access to their expert staff all the time, and they've responded to my requests very promptly.

"And wherever I am, anywhere in the country, I can remotely access files, quickly and easily. I no longer need piles of paper in a briefcase."

About Fuji Xerox Australia

Fuji Xerox Australia is a world leading enterprise for business and document management services. Through its broad portfolio of document technology, services, software and supplies, Fuji Xerox Australia provides essential back-office support that clears the way for customers to focus on their core business. With awards from the United Nations and the Banksia Environmental Foundation, Fuji Xerox Australia is well recognised for its commitment to sustainability.

For more information, visit www.fujixerox.com.au or www.fxasustainability.com.au

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July 2011