



“We needed a solution that did not need change the way people worked – this solution is great because it does exactly the same thing – just digitally! It’s just like having an electronic filing cabinet.”

Jonathan Tanner
BCIM Faculty Manager
London South Bank University

About Xerox DocuMate Scanners

Xerox Corporation and Visioneer Inc. entered into a trademark licensing agreement in July 2003 for Visioneer to develop, market and support a new line of Xerox-branded document scanners on an exclusive basis. Xerox DocuMate high-performance business scanners and document management solutions give people speed, image quality, advanced paper handling and ease of use with exclusive Visioneer OneTouch technology. Scanner products range from mobile and desktop scanners to production imaging scanners.

www.xeroxscanners.co.uk

About Lindenhouse

Lindenhouse provides quality IT products and services to a wide range of clients. The company is an Invu solution provider and develops bespoke software to provide integration to all insurance and financial services back-office systems and to practice management systems in both the Accountancy and Legal sectors. Lindenhouse is a Premier Partner of Invu Services and is the world’s largest reseller of Invu software. Lindenhouse have installed 1400 Invu systems to date and are rightly proud that it retains 95% of its support contracts – a testimony to the dedication and professionalism of the company’s technical staff and help desk. Lindenhouse is very pleased to have received the first ever Invu Centre of Excellence Award. The award shows Lindenhouse’s commitment to providing customers with the highest standards of service.

www.lindenhouse.co.uk

About Invu

Invu develops, markets and sells software for the electronic management of all types of information and documents. Invu targets the small-to-medium (SME) market and individual departments of larger organizations with a range of products which directors believe strongly adhere to Invu’s brand values of ease of use, high quality and price performance. Founded in 1997, Invu operates in the UK, Ireland, The Netherlands, South East Asia, Australia, US and Africa. Invu’s products have been sold to over 4000 customers representing nearly 80,000 licensed users. Invu has a proven reseller business model and has established a network of more than 180 Value Added Resellers.

www.invu.net

London South Bank University Business, Computing and Information Management Faculty



For further information please visit: www.xeroxscanners.co.uk

London South Bank University

Business, Computing and Information Management Faculty



London South Bank University

With over 23,500 students, LSBU is one of the largest universities in London and students come from across the globe. LSBU has 4 faculties:

- Business, Computing & Information Management
- Arts & Human Sciences,
- Engineering, Science & The Built Environment
- Health & Social Care



Background

Starting life as the Borough Road Polytechnic, London South Bank University has been part of the London landscape for over a century and is today one of the capital's oldest universities. Since 1892 they have been priding themselves on providing students with relevant and practical employment skills and supplying employers with a skilled workforce.

The Business, Computing & Information Management Faculty (BCIM) was formed in 2003 and consists of seven academic departments, attracting over 4,500 enrolled students per year.

The Challenge

Each student generates an enormous amount of paperwork (anything between 8 to 100+ pages per year) and previously all of this paperwork was stored in traditional filing cabinets which required a great deal of manual intervention and administrative staff often spent at least 3 hours each week on filing tasks, in addition to walking files across the university campus from office to office.

The workload was also suffering in these times of increased litigation, as there is a growing trend for students to refer results to the Office of Independent Adjudicators which could mean that all of the paperwork on a particular student would be required to be located and this could potentially cause major problems if any documents had been misfiled.

Not only did the department feel the strain in terms of timescales but they also felt the tangible effects too – the summer months required every single student file to be reviewed and physically moved to an alternative location to make room for the new paperwork associated with the latest intake. Also legally records are required to be kept for at least 6 years, and sometimes for a lifetime, as students often return to undertake future courses – resulting in a huge storage requirement.

The Solution

Jonathan Tanner, BCIM Faculty Manager had worked with Document Management Software in a previous role and had seen the significant benefits it could bring to an organisation and decided to implement it within the BCIM Faculty. He selected IT Services company, Lindenhouse because of their Enterprise Document Management expertise, who recommended using the Invu DMS together with Xerox scanners to provide a solution that did not change the way people already worked eg. filing things into to cabinet, as it did exactly the same thing – just digitally! – like an electronic filing cabinet. Lindenhouse handled the implementation which included 15 Xerox DocuMate 152 Scanners. The DocuMate 152 scanners were chosen specifically because of the small footprint which didn't take up much space on a the desktop and also due to the low-cost (half the price of the competitive product) which enables everyone to have one on their desk, rather than people having to share – resulting in a higher acceptance and usage of the solution.

The solution has also recently been adopted into the central services department (finance, HR, admissions etc) and although currently the faculty is responsible for scanning all of their enrollment paperwork this will soon be moving to the Admissions Department, aiming for all admissions to have a fully digital system.

Oliver Nguyen, BCIM Faculty Administrator was the first person at the university to trial the solution. Once it had been implemented, he was responsible for training everyone else in the department and he commented that due to the simplicity of this system it only took 5 – 30 minutes for each person to gain a basic understanding.

The Results

The new scanning and document management solution has made a huge difference to the life of Oliver who says that since implementing the solution he has only needed to open to the manual filing system a maximum of 10 times this year, whereas previously he would have spent at least 3 hours a week filing. Also if he needs to find any files now he can do so instantly and can forward the relevant documentation electronically without having to waste time searching for the file and the walking it over to another part of the campus.

One of the biggest benefits he has seen is during results time... previously he would have spent hours manually photocopying documentation and after a few copies critical information such as signatures would start to fade and now using the OCR and Auto Indexing function he can drop the information into a hot folder and everyone can use it, reducing the time spent on this task down to a matter of minutes.

An added benefit of the document management system is the security features that it offers. Previously when documents were all kept in filing cabinets, in order to protect confidential files the cabinets were often locked and so the documentation was not readily accessible – but now with the digital system any confidential files can include security measures so that only the relevant staff can open the files but all other files are available to the people who need to access them.

Future Plans

The BCIM Faculty are aware that they are not yet using the solution to its full potential and over time hope to use it to fully replace the mail system in the university. It can be used to set up electronic forms for enrollment and can then act as a workflow system keeping track of a document's journey, making sure everyone does what they need to do, when they need to do it.

In the future it is likely that this scanning solution will be used across the whole university (400+) users and Xerox DocuMate Scanners are again likely to be selected as the document capture solution.

Conclusion

The Lindenhouse solution has had an enormous effect on the working practices in the BCIM Faculty both in terms of the time-saving in actual man-hours and also the increased efficiencies due to improved accuracy and effective processes.

The Xerox DocuMate Scanners have proven to be a perfect desktop scanner for the LSBU's requirements due to low-cost of purchase and small footprint enabling them to put one on every desk ensuring that everyone has access to the document management system meaning that everyone is using it.



Oliver Nguyen
BCIM Faculty Administrator