

Case Study

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Algonquin College

Digitizing Student Records Helps Improve Productivity and Reduces Paper at Algonquin College

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Marie Theriault,
Manager, Scheduling
and System Support,
Algonquin College

ABOUT THE CUSTOMER

The mission of Algonquin College of Applied Arts and Technology is to transform hopes and dreams into skills and knowledge, leading to lifelong career success. With campuses in Ottawa, Perth and Pembroke, Algonquin College is the largest college in eastern Ontario, offering over 100 full-time programs and a wide selection of online and part-time programs. Its diploma, degree and certificate programs effectively combine theory and practice – the best way to help students prepare for careers.

CHALLENGE

The Algonquin College Registrar's Office was not new to electronic student records. Staff had been scanning and digitizing student records for several years, but wanted to expand the number and types of records they used. They also needed to improve how digital records were accessed and used, but the department had outgrown the scanning and repository limits of its legacy system. In addition, the system was not payment card industry (PCI). As a direct result, the department was experiencing significant downtime and inefficiencies.

The Algonquin College Registrar's Office has approximately 75 employees, 50 of whom need to access student information such as admission records, exemption information and transcripts, as a routine part of their jobs. While the office is not paperless, digitizing student records was helping to reduce the department's physical footprint by minimizing the need for filing cabinets.

"If our office was to maintain and improve the space and productivity enhancements of digital records, we needed to have an improved electronic record keeping system in place," said Marie Theriault, Manager, Scheduling and System Support.

CHALLENGE

- Legacy system capacity exhausted
- Inefficient workflow and service support
- Lost productivity

SOLUTION

- Laserfiche Document Management System
- Professional Services

RESULTS

- Unlimited document digitizing
- Customized workflow process
- Improved PCI compliance
- Increased department productivity

Case Study

SOLUTION

The Algonquin College Registrar's Office has purchased multifunction devices (MFDs) and copiers from Ricoh. Theriault discussed records management with her Ricoh contact, who told her about Laserfiche, a document management solution that Ricoh installs and customizes. More than 30,000 organizations worldwide use Laserfiche to streamline documents, records and business process management. With 492 customers utilizing the Laserfiche document management platform in Canada, Ricoh is the largest supplier and custom integrator of Laserfiche document management systems in the country.

Once the Algonquin College Registrar's Office agreed to have Ricoh install the new document management system, the implementation process was relatively straightforward and took less than three months. Ricoh had a hard deadline for implementation, as the new system had to be in place and operational before students came back to school after Labour Day.

Ricoh set up the document management system and used built-in utilities to customize the workflow process so the new system could capture more records in more fields more rapidly. Records access was also simplified, improving staff productivity. Before the system went live, Ricoh imported all existing digital records into the new system, which was an important part of the process. Although the records management system is new, it functions seamlessly to students and other stakeholders served by the Registrar's Office.

RESULTS

The new document management system at Algonquin College is easy to use in terms of getting records into the database, navigating the system and accessing information. A user-friendly Windows-based navigation system replaces cumbersome record boxes.

Ricoh provided initial training on the system to key Registrar's Office staff members, who trained additional staff, enabling the whole office to get quickly up to speed.

"We've had a very positive working relationship with Ricoh," said Theriault. "Any concerns were immediately addressed by Ricoh. The implementation has gone smoothly, and it's actually been fun." If staff were told they had to go back to paper records or even to the old digital system, Theriault would have a revolt on her hands. "I would retire before going back!" she added. "We would recommend Laserfiche and Ricoh, most definitely."

The Registrar's Office is now working with Ricoh to extend the system to include workflow for student exemptions that will automate the process of student course exemption approvals – and eliminate additional paper flow in the process.

ABOUT RICOH

Ricoh Canada Inc. is a leading provider of document solutions for Canadian businesses. Ricoh's fully integrated solutions (services, people, software and hardware) enable our customers to help effectively and efficiently control the input, output and management of their information. Ricoh helps companies transform the way they work and harness the collective imagination of their employees.