

NUANCE

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CASE STUDY

EDUCATION INDUSTRY

Carnegie Mellon University

CHALLENGE

- The University was producing massive amounts of paper
- Paper workflow needed to change from hardcopy to a digital workflow
- Wanted to add OCR (optical character recognition) to the scanning process to make scanned documents more useful
- Needed a way to effectively manage the growing number of digital documents

STRATEGY

- Worked with their office equipment dealer to structure a plan for all the University's different needs
- Adding eCopy to existing Canon digital copiers
- Using the Fortis Connector for eCopy ShareScan® to add paper documents to their Westbrook Fortis document repository

RESULTS

- Office of Sponsored Projects uses eCopy to securely and effectively manage correspondence, contracts, and proposals associated with millions of dollars worth of grants and contracts
- Human Resources uses eCopy to digitize and manage employment documentation, resumes, and benefit forms
- Risk Management uses eCopy to scan all insurance certificates and policies into the University's Westbrook Fortis document management system using the Fortis Connector for eCopy ShareScan

- Administrative Computing & Information Services uses eCopy as an effective way of sharing design specifications with its internal customers for information systems projects.

ABOUT CARNEGIE MELLON UNIVERSITY

Carnegie Mellon is a national research university of about 7,500 students and 3,000 faculty, research and administrative staff. Since its founding in 1900 by industrialist and philanthropist Andrew Carnegie, Carnegie Mellon University has been a pragmatic institution, adapting rapidly to change. In fewer than 100 years it has changed its name three times; each transition marking a milestone in the institution's 20th century evolution. The University is comprised of seven colleges and schools, and its position of leadership in the arts and in technology is unusual in higher education today.

"Risk Management, the Office of Sponsored Projects, Human Resources, and Facilities Management have all implemented the eCopy Suite. Each of these departments has been able to become more efficient as a result of the eCopy implementation."

— **Tom Joyce**
Senior Software Engineer
Carnegie Mellon University.

LOOKING FOR A BETTER WAY TO HANDLE PAPER...

"Basically, we were paperbound. We needed to find a way to update our document flow to a more digital approach. We also wanted to be able to incorporate optical character recognition into the process to optimize scanned documents and make them more useful." says Tom Joyce, Senior Software Engineer in Carnegie Mellon's Administrative Computing & Information Services group Joyce also pointed out that in addition to converting more paper to digital, it was critical to be able to effectively manage the growing number of digital documents created as a result of this migration to digital.



“For the departments that are utilizing Canon color copier/ printers, there is nothing on the market that does a better job of color compression than eCopy ShareScan. This will become increasingly important to us as users implement more colorenabled applications moving forward.”

— **Tom Joyce**
Senior Software Engineer
Carnegie Mellon University.

AS PART OF THE SELECTION PROCESS FOR ACQUIRING A DIGITAL COPIER...

Many of the University's departments have Canon imageRUNNER 5000s in place as departmental copiers and his goal is to work with these departments to equip those existing iR 5000s with the eCopy Suite. Joyce has already installed eCopy in several departments with good success.

Joyce indicates that Risk Management uses eCopy to scan all insurance certificates and policies into the University's Westbrook Fortis document management system using the Fortis Connector for eCopy ShareScan. The Office of Sponsored Projects uses eCopy to securely and effectively manage correspondence, contracts and proposals associated with millions of dollars worth of grants and contracts. Human Resources uses eCopy to digitize and manage employment documentation, resumes, and benefit forms. The Facilities Management Department plans to add a Canon 5020 enabled with eCopy to track ADA requirements using Westbrook as the document repository. And Joyce's department finds eCopy an effective way of sharing design specifications with its internal customers for the information systems projects it is undertaking at the University.

THE PRIMARY BENEFIT TO THE UNIVERSITY WAS AN INCREASE IN EMPLOYEE PRODUCTIVITY...

With Carnegie Mellon's distributed computing platform, the University's data resides on a number of different systems. Joyce sees the opportunity to use eCopy as a "document on-ramp" for University requirements as wide ranging as Accounts Payable, activities of the Alumni office, Oracle financials and many more. Joyce indicates that while the University is in the early stages of implementation, he has found eCopy to be easy to use with a minimal learning curve, and once users understand the value of replacing paper in file cabinets with electronic documents in an easily accessible document repository, they are extremely eager and creative in the ways they use the system.

Joyce is spending time educating new departments in an effort to make the University more productive and less paperbound, and is receiving an excellent response from his user base as a result of these efforts.

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