ITS Executive Steering Committee (ITESC)

ECM Recommendation
April 11, 2008
ECM Agenda

• Scope/Framing
• Results
• Workflow Examples
• Cost Review
• Analysis
• Next Steps / Q&A
ECM Agenda

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Framing ECM

• AIIM Definition
  – Enterprise Content Management (ECM) is the technologies used to **capture, manage, store, preserve, and deliver** content and documents related to organizational processes.

  – ECM tools and strategies allow the management of an organization’s **unstructured information**, wherever that information exists.
Scope

• **Goal:** Identify the *institutional value* of utilizing ECM technology at Loyola along with a *recommended vendor solution* for potential FY09 implementation.

• **Institutional Impact:** Provides a common method to store, share, process and manage documents in an effective and efficient manner, with ample opportunities to improve student services and build faster, more timely and secure single sources of information for faculty and administrative areas. Also a catalyst for process improvement.
# Core Team

## Project Team Members – All Components

<table>
<thead>
<tr>
<th>Core Department</th>
<th>Core Team Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Affairs</td>
<td>John Pelissero (Sponsor)</td>
</tr>
<tr>
<td>ITS</td>
<td>Susan Malisch (Stakeholder)</td>
</tr>
<tr>
<td>ITS</td>
<td>Jim Sibenaller (Project Mgr)</td>
</tr>
<tr>
<td>IMERGE</td>
<td>Jim Just</td>
</tr>
<tr>
<td>ITS</td>
<td>Tom Mathewson (Review Team), Enrollment Ops</td>
</tr>
<tr>
<td>Registration &amp; Records</td>
<td>Eric Weems, Financial Aid</td>
</tr>
<tr>
<td>Registration &amp; Records</td>
<td>Kimberly Nicosia, Financial Aid</td>
</tr>
<tr>
<td>Bursar’s Office</td>
<td>John Campbell</td>
</tr>
<tr>
<td>Bursar’s Office</td>
<td>Jeffrey Waechter</td>
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<tr>
<td>Human Resources</td>
<td>Carol McCormack</td>
</tr>
<tr>
<td>Human Resources</td>
<td>Michael Capulong</td>
</tr>
<tr>
<td>Human Resources</td>
<td>David Siembal</td>
</tr>
<tr>
<td>Finance</td>
<td>Brian Slavinskas (Review Team)</td>
</tr>
<tr>
<td>General Counsel</td>
<td>Ellen Kane Munro</td>
</tr>
<tr>
<td>Advancement</td>
<td>Stacey Hughes</td>
</tr>
<tr>
<td>Advancement</td>
<td>Maria Philipp</td>
</tr>
<tr>
<td>Advancement</td>
<td>Ron Iwanski</td>
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<tr>
<td>Purchasing</td>
<td>Sam Perry</td>
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<tr>
<td>Registration &amp; Records</td>
<td>Eric Pittenger (Review Team)</td>
</tr>
<tr>
<td>Registration &amp; Records</td>
<td>Clare Korinek</td>
</tr>
<tr>
<td>Registration &amp; Records</td>
<td>Diane Hullinger</td>
</tr>
<tr>
<td>Wellness Center</td>
<td>Diane Asaro</td>
</tr>
<tr>
<td>Wellness Center</td>
<td>Paula King</td>
</tr>
<tr>
<td>President’s Office</td>
<td>Wayne Magdziarz</td>
</tr>
<tr>
<td>ITS</td>
<td>Joe Bazeley</td>
</tr>
<tr>
<td>ITS</td>
<td>Joe Wardzala</td>
</tr>
<tr>
<td>ITS</td>
<td>Kevin Smith</td>
</tr>
<tr>
<td>ITS</td>
<td>Larry Adams</td>
</tr>
<tr>
<td>ITS</td>
<td>Xiomara Franco</td>
</tr>
</tbody>
</table>

*highlighted indicates core department*
ECM Agenda

- Scope/Framing
- Results
- Workflow Examples
- Cost Review
- Analysis
- Next Steps / Q&A
Recommendation

• Based on the all of the analysis completed it is the unanimous recommendation of the RFP Review Team (Brian, Eric, Tom & Jim) that the DocFinity product from Optical Image Technology (OIT) become the enterprise standard for enterprise content management and imaging technologies at Loyola.
Findings/Value Summary

• Intra Office
  – Enhanced management of records/paperwork
  – Process improvements & efficiencies
  – Increased records security & protection
  – Reduction in physical storage space requirements

• Inter Office
  – Improved information collaboration & sharing
  – Common language & transferable skills

• Broader Institutional Impact
  – Support Green Initiatives
  – Annual operational savings
Industry Stats

Reasons for Document Management - 2007 AIIM Capture Survey

- Improving efficiency and productivity: 65%
- Better customer service: 26%
- Risk management/business continuity: 24%
- Compliance: 23%
- Faster turnaround/improved response: 23%
- Reduce costs: 22%
- Increased profits/better performance: 10%
- Leadership, competitive advantage: 7%
ECM Agenda

- Scope/Framing
- Results
- **Workflow Examples**
- Cost Review
- Analysis
- Next Steps / Q&A
Res. Life Key Replacement Process
Current Version

1. Student requests key on paper form.
2. Residence Hall Key Request
3. Approved form is transported to Res. Life Office.
4. Res. Life staff drops form in locksmith's mail box.
5. Locksmith goes to Res. Life Office to retrieve key request forms.
   - Locksmith responds to request.
   - Enters info on form.
7. Pink copy
8. White copy
   - Hall staff picks up form from main office & transports to hall office.
9. Student picks up key. Endorses form.
11. Yellow copy
   - Locksmith's Files.
12. White copy
   - Res. Life staff enter key charges in RMS
13. White copy
   - Res. Life (Simpson) Files
14. Pink copy
   - Hall Office Files
Possible Key Replacement Workflow Process

Student requests key via online form → DocFinity notifies hall staff of key request.

Approve?

Yes → Hall staff approve online form → DocFinity notifies Locksmith of approved key request.

Locksmith responds to request.

No → Stop.

Yes → DocFinity notifies student that key is available.

Student picks-up key. Endorses form.

Locksmith enter info on online form.

DocFinity notifies Res. Life that key replacement process is complete.

Res. Life staff enter key replacement charges in RMS.

The End

Potential savings equals reduction of turn around from more than 1 day to several hours.
Registration & Records
Document Management TODAY

PAPER ARRIVES
Facsimiles
Mail
Hand Delivery
Email

OFFICE ASSISTANT

SORTING

DISTRIBUTION
Via Mail Boxes

RECORDS’ STAFF

PEOPLESOF
PRINT DOCUMENT
PREPARE MAILING
SCAN Requests

PAPERVISION
PROOF REDACT PRINT
PREPARE MAILING
SCAN Requests

INQUIRY
“did you get my request!”
Registration & Records
DOCFINITY Document Management

Potential savings equals reduction of turn around from 5 days to 1 day or less.
CURRENT PROCESS
CHECK REQUISITIONS

1. Responsible Department
2. Requestor
3. Budget Admin
4. SPA
5. AP Review
6. File Copy

1. Policy Compliance Review
2. Require SPA Approval?
3. Followup With Department
4. Fax, E-mail, Phone
5. Return To Department

6. Recon Error
7. Error Confirm

1. Prepare Document For Scan
2. Scan Doc
3. QA
4. Data Entry
5. Voucher
6. Index
7. Save to Image Express
8. Print Checks
9. Extract Check Images
10. Import Check Images
11. Voucher And Check Review
12. Disbursement of checks
13. Document Destruction

Non-PO Inv & other misc Pmt requests

A/P

Schedule For Payment

Cash Requirements

Print Checks

Extract Check Images

Import Check Images

Voucher And Check Review

Disbursement of checks

Document Destruction
Potential savings equals reduction of document delivery from 4 days to instant access.
Potential savings equals reduction of document delivery from 6-10 days to instant access.
Link Docs to PeopleSoft

Add DocFinity look-up buttons directly to PS screens
Link Docs to PeopleSoft
ECM Agenda

• Scope/Framing
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• Next Steps / Q&A
Cost Framing

• Existing systems (4) total to approximately $82,000 annually in operating costs.
• Imagio costs will increase to $86,000 in FY09 taking the annual ECM outlay to $93,000.
• 5 year incremental investment is between $400,000 - $500,000.
• One FTE is operationally required.
  – Cost already included in approved FY09 ITS operating budget.
## 1 Year Costs

### Summary
- OIT fits into the year 1 budget, $100,000 less than Perceptive.
- Conversion numbers are ball-park only.
- Scanner & monitor requirements need to be verified.

### ECM Project Costs - FY09 Implementation (Year 1)

<table>
<thead>
<tr>
<th></th>
<th>Budget</th>
<th>OIT</th>
<th>OIT Diff</th>
<th>Perceptive</th>
<th>Perceptive Diff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software</td>
<td>170,000</td>
<td>117,000</td>
<td>53,000</td>
<td>173,969</td>
<td>(3,969)</td>
</tr>
<tr>
<td>Hardware</td>
<td>50,000</td>
<td>67,355</td>
<td>(17,355)</td>
<td>67,355</td>
<td>(17,355)</td>
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<tr>
<td>Vendor Services</td>
<td>90,000</td>
<td>56,350</td>
<td>33,650</td>
<td>115,030</td>
<td>(25,030)</td>
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<tr>
<td>Training</td>
<td>20,000</td>
<td>45,900</td>
<td>(25,900)</td>
<td>14,970</td>
<td>5,030</td>
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<tr>
<td>IMERGE Services</td>
<td>20,000</td>
<td>20,000</td>
<td>0</td>
<td>20,000</td>
<td>0</td>
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<tr>
<td>Conversion</td>
<td>-</td>
<td>39,600</td>
<td>(39,600)</td>
<td>39,600</td>
<td>(39,600)</td>
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<tr>
<td><strong>Sub Total</strong></td>
<td>350,000</td>
<td>346,205</td>
<td>3,795</td>
<td>430,924</td>
<td>(80,924)</td>
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<tr>
<td>Annual Maint Yr1</td>
<td>45,000</td>
<td>25,854</td>
<td>19,146</td>
<td>41,568</td>
<td>3,432</td>
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<tr>
<td><strong>Vendor Total</strong></td>
<td>395,000</td>
<td>372,059</td>
<td>22,941</td>
<td>472,492</td>
<td>(77,492)</td>
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<tr>
<td>Contingency (~5%)</td>
<td>-</td>
<td>20,000</td>
<td>(20,000)</td>
<td>20,000</td>
<td>(20,000)</td>
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<tr>
<td><strong>Project Total</strong></td>
<td>395,000</td>
<td>392,059</td>
<td>2,941</td>
<td>492,492</td>
<td>(97,492)</td>
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</table>
# 5 Year Costs

## LOYOLA: Estimated Existing Imaging Annual Maintenance Costs

<table>
<thead>
<tr>
<th></th>
<th>Year 1 Totals</th>
<th>Year 2 Totals</th>
<th>Year 3 Totals</th>
<th>Year 4 Totals</th>
<th>Year 5 Totals</th>
<th>Grand Total 5 Years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating</td>
<td>$93,000</td>
<td>$97,650</td>
<td>$102,533</td>
<td>$107,659</td>
<td>$113,042</td>
<td>$513,884</td>
</tr>
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</table>

*Assumes 5% annual increase

## OIT: ECM Estimated Phased Project Total Costs for Concurrent User Pricing

<table>
<thead>
<tr>
<th></th>
<th>Year 1 Totals</th>
<th>Year 2 Totals</th>
<th>Year 3 Totals</th>
<th>Year 4 Totals</th>
<th>Year 5 Totals</th>
<th>Grand Total 5 Years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Capital</td>
<td>$184,356</td>
<td>$118,830</td>
<td>$42,420</td>
<td>$25,620</td>
<td>$29,920</td>
<td>$401,145</td>
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<tr>
<td>ECM Implementation</td>
<td>$161,050</td>
<td>$25,400</td>
<td>$15,000</td>
<td>$10,000</td>
<td>$5,000</td>
<td>$217,250</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>$346,205</strong></td>
<td><strong>$144,230</strong></td>
<td><strong>$57,420</strong></td>
<td><strong>$35,620</strong></td>
<td><strong>$34,920</strong></td>
<td><strong>$618,395</strong></td>
</tr>
</tbody>
</table>

| Operating      | $25,854       | $53,280       | $60,603       | $74,698       | $82,920       | $297,354            |
| **Total Project** | **$372,059** | **$197,510**  | **$118,023**  | **$110,318**  | **$117,840**  | **$915,749**         |

**Maint. Savings $216,530**

**Re-Purpose Maintenance Budget**

<table>
<thead>
<tr>
<th></th>
<th>Year 1 Totals</th>
<th>Year 2 Totals</th>
<th>Year 3 Totals</th>
<th>Year 4 Totals</th>
<th>Year 5 Totals</th>
<th>Grand Total 5 Years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incremental Budget Investment</td>
<td>$45,000</td>
<td>$97,650</td>
<td>$102,533</td>
<td>$107,659</td>
<td>$113,042</td>
<td>$449,865</td>
</tr>
</tbody>
</table>

**Assumes existing System(s) Shutdown in 6 months**

- Incremental budget investment of only $450,000.
- Operating cost savings of $216,000 over 5 years.
- OIT five year cost is $335,000 less than Perceptive.
ECM Agenda

• Scope/Framing
• Results
• Workflow Examples
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• Analysis
• Next Steps / Q&A
Needs Analysis Process

- Face to face interviews with Core Departments to determine institutional needs.
- Request For Information (RFI) created with 4 “knock-out” items.
  - Higher Education experience
  - Ability to integrate with PeopleSoft, R+ and Lawson
  - Regulatory & compliance
  - Infrastructure integration (Novell, etc.)
- RFI Finalists
  - Critical Technology-Imagio
  - Nolij-Nolij Web
  - Optical Image Technology-DocFinity
  - Perceptive Software - ImageNow
Request for Proposal

- 3 vendors – Nolij dropped out
- Detailed Proposal Reviews
- On-Site Demos
- Customer Reference Checks
- Scoring of Each
  - OIT scored the highest
  - Critical Tech ruled out as an enterprise solution

- Resulting Slogan
  - “We understand better now!”
# Head to Head Review

<table>
<thead>
<tr>
<th>Item</th>
<th>OIT DocFinity</th>
<th>Perceptive ImageNow</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vendor Viability/Stability*</td>
<td>✔</td>
<td>✔</td>
<td>Both are strong &amp; stable</td>
</tr>
<tr>
<td>Vendor experience with Higher Education*</td>
<td>✔</td>
<td>✔</td>
<td>Perceptive’s HE experience is unsurpassed</td>
</tr>
<tr>
<td>Vendor Staff</td>
<td>✔</td>
<td></td>
<td>OIT offers a more proactive, personalized, partnering approach</td>
</tr>
<tr>
<td>Fit for Loyola</td>
<td>✔</td>
<td></td>
<td>Right sized organizational match</td>
</tr>
<tr>
<td>Software meets technical functionality*</td>
<td>✔</td>
<td>✔</td>
<td>Both fit into Loyola’s infrastructure</td>
</tr>
<tr>
<td>Technology foundation</td>
<td>✔</td>
<td>X</td>
<td>OIT technology is “fresher”, Perceptive facing re-engineering in the future</td>
</tr>
<tr>
<td>Systems integration</td>
<td>✔</td>
<td>✔</td>
<td>Both offer proven integration options</td>
</tr>
<tr>
<td>Software meets business functionality*</td>
<td>✔</td>
<td></td>
<td>Scored best in functionality on the RFP</td>
</tr>
<tr>
<td>eForms</td>
<td>✔</td>
<td></td>
<td>Perceptive’s product is not a true electronic form</td>
</tr>
<tr>
<td>Costs*</td>
<td>✔</td>
<td>X</td>
<td>OIT meets short term and long term costs, operational cost savings</td>
</tr>
</tbody>
</table>

*One of the 5 decision criteria disclosed on the RFP*
Implementation Stages

Based on Dept. Readiness & Skills

Stage 1 - Convert & Continue
- Training & Awareness
- Storage/Security Design
- Conversion
- Imaging continuation (apples to apples) - existing docs

Stage 2 - Systems Integration
- Integration/database lookup
  - PeopleSoft
  - R+
  - Lawson (screen scrape)

Stage 3 - Imaging of New Docs
- Multiple Documents Identified

Stage 4 - Tools Integration
- Bar Codes
- Email Integration
- Facsimile Integration
- eForms Processing

Stage 5 - Workflow
- Multiple Processes Identified

Stage 6 - Full ECM
- Full ECM – (scanning, workflow, some eForms, fax, email & systems integration)
ECM Agenda

• Scope/Framing
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• Next Steps / Q&A
Next Steps/Q&A

• Next Steps
  – Your Support & Approval
  – Vendor Communication
  – BRT Discussion on 5/7
  – Budget Approval
  – ITESC Prioritization
  – Systems Administrator Placement
  – Contract
  – Detailed Planning
  – Q1 FY09 Kickoff
  – Training & Awareness

• Questions?
Addendum’s

• Awards
  – I Cubed Award – Penn State
  – 2008 Ace Award

• Higher-Ed Quotes
OIT Recent Awards

- Optical Image Technology (OIT), creator of the DocFinity suite, is very pleased to announce that The Pennsylvania State University’s Administrative Information Services (AIS) department won the I-Cubed Award from *Integrated Solutions* magazine. The award, which was presented during a ceremony at the AIIM Conference in Boston on Wednesday, March 5, recognizes Penn State’s AIS department for their innovative centralized implementation of DocFinity document management software, which serves the differing needs of its Pennsylvania campuses.
OIT Recent Awards

• In addition, at the awards ceremony on Wednesday, ECM Connection presented OIT with the 2008 ACE Award in the banking and finance category for their product line and its contributions to the insurance industry. ECM Connection’s ACE Awards program recognize vendors who are making extra efforts to promote the education and adoption of ECM technologies within specific markets beyond their overall horizontal offerings.
“An average time for pulling a document was 20 - 30 minutes. Now, it's seconds. And, since it's all indexed, you pull up exactly what you want.” Kim Smith - Vanderbilt University OIT Since 2000

“DocFinity allows us to be more efficient and customer-focused. We are able to manage critical processes within Student Services by leveraging staff to meet the higher volumes during peak registration cycles and offer streamlined services for document intake for our students. Budget cuts have limited our staff resources; consequently we need to be more efficient with the staff resources that we have.” Chuck Zettler - Palm Beach Community College OIT Since 2006

“DocFinity gave us immediate access to mission-critical data, improved customer service, and gave our customers an on-campus solution with strong off-campus support.” Steve Mullins - The Ohio State University OIT Since 2001

“Can you imagine that this room full of file cabinets all fit on just these two cds?” Shelley Butler – The Pennsylvania State University OIT Since 1997