

New College Durham saves with Idox EDRMS



New College Durham saves money, time, space and contributes to a greener environment through a working partnership with Idox.

The Customer

New College Durham is located in the City of Durham and is one of the leading colleges of further and higher education in the North East. New College Durham's performance and success rates place it in the top 10% of all colleges nationally.

In 2009, The Office for Standards in Education (Ofsted) awarded New College Durham Grade 1, which is Outstanding in all categories.

The Requirement

In 2004, the College moved to a new campus and needed to ensure that the storage space available was used to maximum effect as well as ensuring that some key issues relating to records management were addressed (e.g. Freedom of Information and Data Protection compliance, improving accessibility and security of records).

The move to a new campus presented an opportunity to take advantage of technology to reduce the reliance on paper and provide more secure and efficient access to information. These were seen as key drivers for a project to deliver an Electronic Document and Records Management System (EDRMS) combined with automated workflow.

The Solution

Following a competitive tender for a Corporate EDRMS in 2006, New College Durham chose the solution proposed by Idox. Idox had provided a very competitive response and most importantly, had offered to work in partnership with the College to develop the EDRMS in future years in line with their requirements.

The Idox EDRMS and Workflow solution provided the College with the ability to:

- > Capture, store and manage all documents electronically in a way in which all documents can be easily retrieved from any location: Document Management.
- > Provide a fully integrated Records Management System Solution augmenting the existing record management function within the College ensuring that records are maintained according to applicable rules associated with confidentiality and destruction: Records Management.
- > Implement workflows to replace paper processes, achieving savings both in terms of staff time and paper and printing costs: Automated Workflow.

Key savings

- > £293,125 saved over 3 years from 234,500 searches performed electronically instead of manually.
- > In excess of 162,000 sheets of paper saved over 3 years from 25,200 requests being handled electronically.
- > 200 metres of shelf space.
- > 658 trees saved - 75 tonnes of confidential paper shredded & recycled.



New College Durham

Case Study

Key Benefits

The introduction of the Idox EDRMS has:

- > Increased efficiency & improved the management of numerous business processes.
- > Reduced the time to find documents.
- > Reduced duplication of work & documentation.
- > Reduced the amount of paper used.
- > Enhanced data sharing.
- > Improved data quality
- > Improved the locating & tracking of requests and audit trails.

The Background

The Solution was installed in November 2007 and initially piloted within the Finance and Human Resources Departments, to assess the benefits of Idox EDRMS in an educational environment.

The pilot project was deemed a success and now Idox EDRMS is used widely throughout the College in departments as diverse as the Podiatry Clinic, the Library and the Student Information Department. There are over 800 types of records stored.

The system also includes a number of workflows designed to increase the efficiency of business processes in a number of areas. These include Purchasing e.g. Order processing and Student Administration e.g. Withdrawing students from courses, entering students into exams, authorising the setting up of new courses. Other workflows used include the ordering of catering/hospitality services and the ordering of cleaning materials.

The Idox solution integrates with the student records system which enables the population of lookup tables/pick lists of students and courses within the Idox DMS. It will also soon be integrated with the student records system thereby providing immediate access to student and teaching files for administration and teaching staff.

The Outcomes

With the implementation of Idox EDRMS, the College has:

- > 635,600 scanned and electronic documents have been stored – that's an average of 17,500 per month.
- > 234,500 searches have been performed on the records – working out at 7,000 searches per month.
- > 75 tonnes of confidential paper shredded and recycled, rather than stored. Year on year, the volume of confidential recycling has increased as use of the Idox system has been rolled out across the College.
- > 570 members of staff are now users of the Idox system (including 50 workflow only users).

Trackable electronic authorisation and audit trails have replaced paper processes and authorisations. Better quality data is gathered due to the use of pick lists and information look-ups, including integration with the student information system 'Unit-e'.

External auditors have used Idox to conduct their annual Financial Audits. Internal auditors have also used the systems to conduct audits of key business functions.

The number of users and the activity generated by the Solution has clearly demonstrated acceptance of the new processes throughout the college and the project's success.

For further information on how Idox EDRMS could help your organisation, please contact marketing@idoxgroup.com

"Idox is very popular with users across the College and is seen as an easy to use, effective solution. Idox has helped us to demonstrate adherence to record management policies and meet all of our audit requirements. We have been able to streamline many key processes using process driven workflows which have, in turn, helped us to save significant time, space, paper and, of course, money over the last three years."

**Suzy Taylor, Records Manager,
New College Durham**



Case Study