

Wired for the Paper Chase

"Only Xerox could help us put all of our documents where we wanted them - online, and with easy access via the Internet."

The State University of New York's Institute of Technology (SUNYIT) makes its home on a beautifully wooded 800-acre campus just north of Utica, New York. Its setting belies its state-of-the art reputation. *Yahoo! Internet Life* magazine has ranked SUNYIT among the nation's "100 Most Wired" colleges for the past two years.

SUNYIT's 2,500 students enjoy a superior learning environment, a new \$14 million library complex, and an exceptional faculty. A growing number of course offerings are online, including one of the nation's few completely online master's degree programs in accountancy.

In the words of Dr. Ronald Sarner, Executive Vice President of Academic Affairs, "We have a history of rolling out innovation. Technology is part of our culture."

The Content Management Challenge

Like all State university systems, SUNYIT was saddled with Federal and State record retention policies that were - literally - burying its staff in paper. Says Anthony Panebianco, Assistant Vice President for Human Resources, "We're required to keep some employee records for years. We had huge file cabinets and warehouses filled with documents. Our concerns about all those paper records were space, security, integrity, and ease of retrieval."

SUNYIT leaders were looking for a cost-effective way to manage knowledge by shifting paper documents to online digital systems with easy web-based access, retrieval, and management.

The Xerox Content Management Solution

When Ronald Sarner first saw Xerox's Document Centre and DocuShare - Xerox Document Repository Software and FlowPort - Xerox Image Routing Software, software he knew he was looking at the future. "Document Centre is a unified system for everything we do everyday. It's easy to scan paper documents directly to a secure DocuShare web-based library, with instant easy access via the Internet," he says. And with FlowPort software, SUNYIT teams use coded paper "tokens" which direct Document Centre to retrieve and print selected documents - no PC required.

"In our competitive analysis, we found some expensive, six-figure solutions. But only Xerox had the technology and know-how to do what we wanted to do at a reasonable cost," says Sarner. SUNYIT moved quickly to install four Document Centre Network Multifunction Systems, with DocuShare and FlowPort software. The Human Resources Department immediately became an active user.

SUNYIT Benefits

"People are very excited when they see what we're doing," reports Anthony Panebianco. "We've put nearly 90,000 documents into DocuShare. We've solved our space, security, and integrity issues because we back up DocuShare nightly. But above all, our critical

HR documentation is easily accessed and retrieved by key word search by the people who need it."

Bruce Reichel, Assistant Vice President for Facilities and Operations, was so impressed that he quickly started using Document Centre, DocuShare and FlowPort to manage construction documentation - a huge undertaking - for the new \$14 million Library Center. "By scanning drawings and documents into DocuShare, our project managers, suppliers, sub-contractors and engineers can review project status at any time," Reichel says. "We even have our construction site web-cam in DocuShare so everybody can see what's going on," he notes.

With those success stories as a base, SUNYIT is working to introduce Xerox Content Management Solutions into its other divisions, such as the Business Office and Admissions.

"With Document Centre, DocuShare and FlowPort, Xerox has an extremely useful and cost effective content management system," Bruce Reichel maintains. "It's invaluable to have complete digital documentation on our new Library Center. Maintenance teams now have access to everything they need to know about the building."

Anthony Panebianco agrees. "Xerox helped us implement a very high value solution at a minimal cost, leveraging the infrastructure we already had. We're solving problems and enhancing communication. We're getting an excellent return on our investment, and we're excited about expanding use even more."

That's a strong vote of confidence from the technically savvy team at SUNYIT. The Xerox team appreciates that - and the strong legacy of innovation that our two institutions share.