



## NORMANDALE COMMUNITY COLLEGE

# STANDARDIZING IT SUPPORT SERVICES WITH ELECTRONIC WORKFLOW VIA FLYDOC

Normandale partners with four-year institutions within the Minnesota State Colleges and Universities system to provide students the opportunity to receive their undergraduate degree from a community college campus. In an effort to improve how its IT support services were processing inbound and outbound documents (financial aid, applications, etc.) for students, Normandale discovered significant time, cost and efficiency savings by utilizing FlyDoc, an electronic service hosted by Esker.

## The Challenge

As Interim Associate Director for Computing Support Services at Normandale, Matthew Netland understands the importance of efficiency. His primary role involves overseeing the helpdesk and IT support, while making sure their 25 legacy fax machines processing 750-1,000 pages per month were operating effectively.

Shortly after purchasing five Analog VoIP (Voice over IP) Gateways in the Spring of 2011 to ease the burden of traffic, problems began surfacing that quickly caught Netland's attention. "We were having major compatibility issues with our legacy fax machines," said Netland. "Traffic was faster than ever, but our machines were moving at a turtle's pace. It was not good."

### No room for error

Although Normandale's traffic isn't exceedingly large, the sensitivity of its outbound and inbound documents amplifies any inefficiency in the process. "We were getting a lot of dropped faxes especially with long distance and international," said Netland. "Because we're dealing with private data and government documents, it's a huge deal if something gets lost or mishandled. With all of the paper, hardware costs and shared devices, we were bound to run into problems down the road had we not pursued a more efficient and sustainable model."

## The Solution

As Netland analyzed Normandale's technical needs and pursued a standardized solution, the choices for automating fax quickly narrowed – on-premise or hosted. While he was open to the idea of using an on-premise fax server to integrate with Exchange, it came with baggage. "It was more expensive than

we cared for," said Netland. "And, we didn't want another large piece of equipment to maintain."

### Enter Esker

At some point during the solution search, Normandale's CEO happened upon a hosted service that looked promising – FlyDoc by Esker. Netland agreed, and a pilot project was in full swing by November 2011. "FlyDoc was without question what we were looking for," said Netland. "There was no extra implementation associated, the cost was nominal, and we had the option to cancel anytime we wanted."



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Matthew Netland — Interim Associate Director for Computing Support Services — Normandale Community College

### Electronic workflow

Each department now has a generic email account where incoming faxes are securely stored and easily checked; and where outbound documents are created electronically and sent through Normandale's existing application.

"Everything used to come in as paper and go out as paper," said Netland. "We're seeing so many efficiencies as a result of e-documentation. People no longer have to get up out of their desks, press buttons and make paper copies. Everyone has access to the general mailbox. Sending and receiving faxes are now done with a click of the mouse."



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## Reaping the benefits

Since implementation, Normandale has already seen a number of tangible benefits from FlyDoc:

- Saved 2,500-3,000 pages of paper through 6-7 departments, and will significantly increase and equate to more savings once FlyDoc is implemented campus-wide
- Eliminated three fax machines with several more expected to be gone
- Reduced the amount of money spent on printer supplies (toner, etc.) and maintenance
- Reallocated staff to perform more high-value tasks instead of performing time-consuming manual duties

## Plans for the future

Normandale is focused on finalizing its pilot project with Esker but already has plans to stretch the solution further. “We’re planning to roll this out to the entire campus starting in July and get everyone to move to FlyDoc,” said Netland.

Additionally, the Office of General Counsel was able to work with the Esker legal team to create the consistent contractual language needed for other individual campuses within the Minnesota State Colleges and Universities (MNSCU) system to easily adopt the FlyDoc service. Netland added, “Having that boilerplate language already worked out is a big advantage for any campus in the MNSCU system that wants to save time and money by standardizing their support services with FlyDoc.”

### Normandale Community College

Normandale Community College is an urban two-year college primarily serving the communities of the southwestern metropolitan region of the Twin Cities. Established in 1968, the college is accredited by the Higher Learning Commission of the North Central Association of Colleges and Schools. More than 10,000 students from diverse backgrounds take courses at the college annually.

[www.normandale.edu](http://www.normandale.edu)

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