



ABOUT THE UNIVERSITY



Stellenbosch University (SU) is home to an academic community



29,000

Students

Including **4,000 foreign** students from **100 countries**



3,000

Permanent staff members

Including **1,000 academics** on **five campuses**

The historical oak-lined university town amongst the Boland Mountains in the winelands of the Western Cape creates a **unique campus atmosphere**, which attracts local and foreign students alike. On the main campus, paved walkways wind between campus buildings – some dating from previous centuries; others just a few years old. Architecture from various eras attests to the sound academic foundation and establishment of an **institution of excellence**. This, together with the scenic beauty of the area; **state-of-the-art, environmentally friendly facilities and technology**, as well as **visionary thinking about the creation of a sustainable 21st-century institution**, makes for the unique character of Stellenbosch University.

BACKGROUND

A large proportion of correspondence was having to be sent out on hard copy letterhead as a manual process to around 28,000 students, with 120,000 pages printed annually

Outdated software and newer hardware technologies were causing stagnation in systems, and the costs to replace this forced the University to consider alternatives

The University needed to improve its corporate image by streamlining processes to publish documents in standardised electronic formats



Before Esker, all correspondence with prospective and enrolled students was made using an outdated solution produced on hard copy only, with in excess of 120,000 pages (plus various pre-printed documents) printed and mailed annually. Implementing the Esker process for this resulted in an overnight changeover from 0% email and 100% hard copy to 96% email and 4% hard copy. The hard copy portion has now been reduced to less than 1%. As a result, savings in costs, labour and consumables has been extensive. The cost saving on paper alone amounts to ZAR 250,000 annually, and this figure is a conservative estimate”.

Thys de Wet, Systems Administrator at the IT Division at Stellenbosch University

BENEFITS ACHIEVED



Implementing Esker’s solution resulted in an overnight changeover from 0% email and 100% hard copy to 96% email and 4% hard copy. **The hard copy portion has now been reduced to less than 1%.**



Mailroom staff have been reallocated to more significant roles within the University, and additional casual staff are no longer required during peak times.



All documents published conform to corporate image and standards to produce a standardised ‘look and feel’.



All the various letterheads used by the different support and service divisions have been incorporated into one Esker rule, **minimising maintenance and development costs.**



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Changes to the in-house developed IT systems have been minimal, with no changes to the way that end-users produce documents.



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Thys de Wet, Systems Administrator at the IT Division at Stellenbosch University

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