The Challenge
From Accounting to the Registrar's Office, the University of Alabama (UA) faced paper-related pains. Filing cabinets took up space and critical processes — such as check voucher processing and transcript processing — were slowed by manual data entry. To top it all off, the university's past technology investments proved ineffective in overcoming these issues.

That all changed when they discovered OnBase by Hyland.

The Solution
UA previously invested in a transcript processing solution, but the volume and complexity of transcripts demanded a solution that adapts to each institution's transcript and reads only the necessary data. This complexity and variety meant the capture solution needed to leverage templates to increase accuracy.

With OnBase, UA no longer needed a designated expert in each department to create and maintain each template. It's easy for everyday staff — with little or no IT experience — to create transcript templates on the fly. This was a huge win over their previous solution.

“We got to the point where our staff could build a template in five or 10 minutes. So on any given day, if they received three or four transcripts from the same institution, the staff decided it would be easier to build a template rather than process them by hand. That's something we’ve never experienced before,” explains Denny Savage, senior associate university registrar at UA.
Even with increases in students and volume, the institution was able to reallocate one of the full-time staff members working with the original solution to another place in the office.

Over the past 12 years, UA saw an 83 percent increase in total enrollment on top of a 54 percent growth in transcript volume over the last seven years. Even with increases in students and volume, the institution was able to reallocate one of the full–time staff members working with the original solution to another place in the office.

“It’s been a huge win for us in that regard. The speed with which we can process [transcripts] has gone up and because of our growth, that’s been imperative,” said Savage.

The flexibility of OnBase was also crucial to UA’s success. Using OnBase, UA continued to leverage an important automated workflow they established within Banner by Ellucian for further processing. Even though OnBase has powerful automated workflow capabilities, UA protected the use of the Banner by Ellucian workflow and added the components of OnBase they still needed—allowing it to replace the technology that wasn’t working while complementing the custom work that was.

“Managing OnBase is very easy and allows us to develop new and better processes. There’s no major downtime caused by the OnBase system — it’s just been an overall very easy system to work with that everyone loves.”

– Jeff Scissom, IT specialist

After seeing these results in the Registrar’s Office, the university implemented OnBase data capture to help process check vouchers in Accounts Payable (AP) as well as United Way cards and credit card statements in Payroll. OnBase stores all of these documents electronically for faster, simultaneous access and quicker processing. By adding automated capture, the system automatically files and organizes documents as they are scanned in, accelerating turnaround times.

**The Difference**

**Increases data accuracy:** “While we still continue to review all transcripts that are scanned, we went from the old OCR software pulling 0–5% of the transcript data to 90% with OnBase,” said Savage. “It’s been a huge win for us in that regard. The speed with which we can process transcripts has gone up and because of our growth, it’s been imperative.”

**Reduces labor costs:** Even with substantially increased enrollment and transcript volume after implementing OnBase, the university is able to handle the demand with less staff. “We were able to handle that volume increase and turn transcripts around quicker than in the past,” says Savage.

**Free up office space:** In AP, staff formerly used filing cabinets to store documents. OnBase captures, organizes and stores receipts and information pulled from other systems electronically. Now that there are no more filing cabinets, that room is home to three offices.

Learn more at [OnBase.com/Capture »](OnBase.com/Capture)