



North Carolina State University Prepares for the Future with Integrated Enterprise Content Management

North Carolina State University (NCSU) is the largest university in the state, with almost 30,000 students and more than 6,000 employees. A nationally recognized leader in science and technology with historic strengths in agriculture, textiles, and engineering, NCSU offers bachelor's degrees in 92 fields of study, master's degrees in 101 fields, and doctoral degrees in 58 fields.

The Challenge: the Need to Manage Large Amounts of Content

The Administrative Computing group at NCSU provides IT support to the student administration and business units within the university, including accounting, capital asset management, finance, general ledger and human resources. The group's charter is to meet the administrative computing needs of the university quickly, efficiently and within budget. In working to fulfill the charter, the Administrative Computing group recognized that the university needed a long-term solution for content management that would allow tight control over access to huge volumes of confidential information and would be easy to maintain with a minimal amount of IT intervention. Desires for a new content management system included:

- **A LONG-TERM SOLUTION FOR CONTENT MANAGEMENT AND IMAGING** – Although Administrative Computing designs, implements, and maintains the technology infrastructure and platforms for enterprise and workgroup applications, some individual colleges and departments chose to implement their own, isolated workgroup solutions. Modifying and maintaining these various systems was difficult and costly. Administrative Computing needed an open and adaptable long-term enterprise solution to meet the content management and imaging needs of its enterprise and workgroup customers.
- **TIGHT CONTROL OVER ACCESS TO A HUGE VOLUME OF INFORMATION** – NCSU administrative offices generate and process millions of documents each year – invoices, contracts, grant proposals, resumes, paychecks, memos, financial statements, receiving documents, ongoing updates to employee and student records, and more. Accounting alone handles 4,000 to 5,000 pages of information every day. Much of the content is confidential, requiring tight control over access. Some departments are challenged with maintaining employee records for 60 years or more, and those maintaining student records may face infinite retention requirements. NCSU needed a system that could manage the life-cycles of a huge volume and range of content, and also provide security by controlling access based on employee roles or document types.
- **THE MINIMIZATION OF IT SUPPORT AND THE INTEGRATION WITH PEOPLESOFT** – Administrative Computing sought a centralized platform for consolidated content management that could adapt to the many different content management applications necessary for the business and student administration efforts of a large university. At the same time, the group wanted the system to be easy to maintain with a minimal amount of IT intervention. Administrative Computing also needed a system with an open architecture that would integrate well with the university's PeopleSoft enterprise resource planning (ERP) software used for finance, human resources, and student administration.

Industry Case Study Government

InputAccel will automatically recognize the barcodes and handle the sorting and data entry for them, automatically extracting all of the key data and indexing the documents.

NC STATE UNIVERSITY



The Solution: EMC Captiva® and EMC Documentum®

As part of its total solution, NCSU integrated the EMC Documentum system with EMC Captiva InputAccel® document capture software. The integration of InputAccel with the EMC Documentum enterprise content management (ECM) platform provides NCSU with an enterprise-level solution capable of rapidly capturing and processing huge quantities of content while maintaining information accuracy, integrity, availability and security.

“To meet the needs of NCSU’s different colleges and departments, we were committed to finding a scalable, flexible content management solution that would integrate seamlessly with PeopleSoft and enable a wide range of content management applications, from archiving to complex workflow and lifecycle management. In addition to meeting all our requirements, the EMC Captiva and EMC Documentum solution clearly provided the best value.”

– Henry Vail, systems architect, NCSU.

InputAccel captures content by scanning or importing images from other sources. It provides image enhancement processing and various recognition technologies to automate indexing and ensure that information is captured accurately. InputAccel then automatically exports the indexed images into content management systems, with special integrations to EMC Documentum for accommodating cabinet/folder structures and updating object attributes with the index values.

By employing recognition technologies to automate the indexing of captured content, InputAccel significantly enhanced NCSU’s accounts payable process. “Automated indexing with InputAccel dramatically streamlines the capture workflow, freeing more AP resources to focus on approval processing and reducing the time to payment,” said Vail.

Results: Easy Access to Information and Reduced Costs

INCREASING EFFICIENCY WITH EASY ACCESS TO RELEVANT INFORMATION – By being seamlessly integrated with NCSU’s PeopleSoft ERP system, users have easy access to unstructured information stored in the EMC Documentum repository. For instance, when looking at an invoice record panel in PeopleSoft, users have access to an additional tab for the documentation associated with the PeopleSoft record. By clicking on this tab, they see a list of documents available for viewing, and, by clicking on a document name, they can call up the document image. “Having direct access to supporting documentation within their native application environment increases efficiency and productivity,” said Vail.

CUTTING TIME AND COSTS BY AUTOMATING INVOICE PROCESSING – The EMC Documentum/EMC Captiva solution has saved significant time by drastically reducing manual data entry. An even greater benefit will be realized with an upcoming upgrade that will include the addition of barcoding.

When a department records the receipt of goods or services in PeopleSoft, the system will automatically create a cover sheet with barcoding that indicates type of expense, business unit, and so on. “Accounts payable will no longer have to sort the documents into different workflow types; they will simply take the unsorted stack of documents, now including barcoded cover sheets, and place it into the scanner hopper.

LOWERING IT SUPPORT COSTS AND MINIMIZING IMPACT ON USERS – With no additional staff or external resources, Vail independently deployed the EMC Documentum/EMC Captiva enterprise solution and integrated its processes with the PeopleSoft ERP applications. “The consolidated solution on an open architecture lends well to application integration. So, we now enjoy less IT burden and far more flexibility,” Vail noted.

Shortly following initial deployment, NCSU was able to further enhance and streamline the EMC Documentum/PeopleSoft integration by implementing batch processing to pre-load panel lookup data in PeopleSoft from the EMC Documentum repository. This enhancement automatically synchronizes cross-reference data between systems as new PeopleSoft-associated content is added to the repository.

STREAMLINING CONTRACTS AND GRANTS WITH LIFECYCLE MANAGEMENT – NCSU is currently testing the use of the system to streamline the management of contracts and grants. Using a Web browser, administrative staff can access relevant information pertaining to contract and grant projects from the secure EMC Documentum repository. The platform manages the lifecycle of contract and grant projects, ensuring proper handling of critical documents from project inception through archiving.

With the EMC Documentum system and integrations to PeopleSoft and InputAccel, NCSU has established an infrastructure that enables content management applications to be easily transformed and made more efficient in the future. Asset management, human resources, and student registration and records are among



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