



CASE STUDY HIGHER EDUCATION

Delta Career Education Corporation

* “Perceptive is an incredibly useful tool for all areas of our business. There is no end to the value we can add as we continue to increase its integration into our business processes and workflows.”

Bill Nance
Chief Information Officer

Delta Career Education Corporation is an educational services company that operates for-profit, post-secondary schools serving the growing need for career-oriented education in the new service economy.

Delta’s schools offer primarily associate degree and diploma programs in fields with high employer demand, including healthcare, information technology and business. Delta’s core mission is to provide educational programs that deliver real-life career skills and lead directly to employment upon graduation.

When administrators at Delta formulated a plan to increase the effectiveness of its enrollment services processes, they soon recognized the need to replace paper-based workflow with an enterprise content management (ECM) system. Such a system would also offer new efficiency in accounts payable and other departments across the organization. After evaluating multiple systems and vendors, Delta chose industry-leading Perceptive Content from Perceptive Software.

“The ability of Perceptive Content to integrate with our CampusVue and Microsoft Dynamics applications satisfied a core requirement,” said Bill Nance, chief information officer at Delta. “We also found the Perceptive workflow options to be robust enough to meet our future needs as we continue to grow.”

Delta chose to implement Perceptive Content on a per-department basis using internal resources, to complement the reengineering of its internal business process optimization. Delta’s IT/IS team worked with the professional services group at Perceptive Software to develop best practices and to train users, and then rolled out Perceptive Content themselves.

“We were very pleased with the level of support and professionalism that Perceptive Software provided for our implementation,” Nance said. “Setup and configuration were straightforward and the LearnMode integration with other applications made connecting with existing systems simple.”

Transforming the Financial Aid Department

The financial aid office was the first Delta department to feel the positive impact of Perceptive Content. Previously, the File Review team manually retrieved student folders and then entered updated information in the CampusVue student information system. It was difficult to track individual documents and review status. Nance and his team aimed to eliminate manual tasks, speed the review process and sidestep the limitations of paperwork.

Perceptive Content seamlessly integrated with CampusVue, giving File Review staff members instant access to any student file, from anywhere, without leaving their application environment. Manual updates are no longer required, and the team isn't limited by the number of files they can carry at one time. Also, authorized users can concurrently view a student's file if needed, which wasn't possible before.

"With Perceptive Content, required documents are easily tracked and review/approval status automatically updated in CampusVue to support our on-campus packaging process," Nance said. "It has also enhanced our centralized and remote file review audit processes."

Simplifying Auditing and Invoice Processing

Since the initial deployment in financial aid, Delta has successfully scaled Perceptive Content across the enterprise.

"We are using it in all functional areas of our business," Nance said. "It is fully integrated in the business process and audit procedures for every department."

One such department is accounts payable. Prior to Perceptive, invoices were sent to the accounts payable team at the corporate office via FedEx and manually processed — a slow and laborious process. Now, invoices are captured and electronically routed to the appropriate reviewers' workflow queues for immediate review and approval. This removes paperwork delays and the hassle of manual tasks.

Perceptive is also transforming Delta's auditing processes. Before, staff members from the audit department visited each campus to complete an audit of student files in person. With Perceptive Content, staff members at the campuses scan student files at the time of enrollment, which can be easily accessed by authorized auditors.

"With Perceptive, our compliance can be centrally audited much faster and more efficiently," Nance said. "It is also much more cost effective."

Supported by Perceptive Software, Delta has also defined and implemented an enterprise-wide document retention policy that makes it easier to manage content throughout its lifecycle, in keeping with industry regulations.

Positive User Response

One of the key factors in getting return on investment from a software system is user adoption. The intuitive Perceptive user interface and the ability to view content from CampusVue and Microsoft Dynamics made it easy for Delta employees to get up and running quickly.

"End-user acceptance of Perceptive has been incredible," Nance said. "In nearly every instance, we have implemented the application in less time and with less training than we anticipated. Our end users love it."

Delta continues to find new ways to use Perceptive Software, and plans to continually extend the time and cost benefits it provides to new processes in student-focused and administrative departments.

"Perceptive is an incredibly useful tool for all areas of our business," Nance said. "There is no end to the value we can add as we continue to increase its integration into our business processes and workflows."



"With Perceptive, our compliance can be centrally audited much faster and more efficiently," Nance said. "It is also much more cost effective."

Bill Nance
Chief Information Officer

Delta Career Education Corporation

Quick Stats

- Focus: Further and higher education
- Number of schools/colleges: 14
- Departments: Enterprise-wide
- Headquarters: Virginia Beach, VA

The Challenges

- Need an enterprise content solution for multiple departments that can be managed in-house
- Difficult to track financial aid applications
- In-person audits performed at each campus
- Slow, manual processing of invoices delays payments

The Results

- Organization expands Perceptive Content enterprise-wide by itself
- Perceptive provides real-time tracking
- Centralized audits completed remotely
- Electronic routing speeds invoice completion and payment, and boosts productivity

perceptivesoftware
from Lexmark

22701 West 68th Terrace
Shawnee, KS 66226 USA

tf +1 800 941 7460
tel +1 913 422 7525
fax +1 913 422 3820

Lexmark International Technology S.A.
Bâtiment ICC - Bloc A
20, route de Pré-Bois
Case postale 508
CH - 1215 Genève
Switzerland

tel +41 (0) 22 710 70 50
fax +41 (0) 22 710 70 51

© 2013 Perceptive Software, LLC. All rights reserved.
All other product and company names may be trademarks of their respective owners. cs-delta-career-ed-corp_1303