

Kansas State University

Kansas State University (KSU) selected integrated process and content management solutions from Lexmark to eliminate the inefficiencies of paper processes in multiple departments. Implementation in four areas was completed quickly, giving KSU an immediate return on investment. After seeing the time and costs savings that Perceptive Content delivers, school administrators extended it to four other departments at the Manhattan and Salina campuses.

Challenge

The potential for delayed student service, misplaced documents and rising office supply costs motivated KSU administrators to find a process and content management system that would eliminate the inefficiencies of paper processes in the registrar office, admissions, human resources and financial aid on the Manhattan campus. After evaluating several competing products, KSU chose Perceptive Content from Lexmark.

"We selected Perceptive Content because it's reasonably priced, flexible and easy to use," says Michael Crow, associate registrar at KSU. "The integrity of Lexmark's employees also is important— everything the company has promised to date, it has delivered."

Solution

Campus-wide efficiency

Since the initial deployment, KSU has extended the solution to the safety, compliance and facilities departments in Manhattan and admissions and registrar offices at the Salina campus. Expansion has continued into the graduate school, deans' offices and alumni association, with more departments on the way.

"The ability to adapt to each of our systems makes Perceptive Content effective in multiple departments, even though each area has a different way of doing things," explains Crow. "We're planning for the whole university to use it."

Lexmark's patented technology facilitated rapid integration with all KSU's business applications, including PeopleSoft and multiple legacy applications. Perceptive Content supports KSU's current student information system and works seamlessly with its Oracle Student System® (OSS).

Meet Kansas State University

Founded in 1863, Kansas State University (KSU) offers courses in more than 250 areas of study to over 24,000 students from all 50 states and more than 100 countries. Since 1986, KSU has ranked first nationally among state universities in its total number of Rhodes, Marshall, Truman, Goldwater and Udall Scholars.

- ▶ **Founded:** 1863
- ▶ **Areas of study:** More than 250
- ▶ **Main Campus Location:** Manhattan, KS
- ▶ **Enrollment:** 24,000

Products in use: Perceptive Capture, Perceptive Content, Perceptive Workflow

Integration: Legacy Applications, PeopleSoft Human Capital Management

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Michael Crow
Associate Registrar, KSU

Empowerment through education

As part of the Lexmark customer education initiative, KSU employees learned how to use Perceptive Content during hands-on implementation and training. Many vendors insist on a long-term maintenance agreement, but by encouraging KSU to take total ownership of its solution, Lexmark helps the university avoid extra service costs.

“The training was tremendously beneficial,” Crow says. “Using Perceptive Content in real-world situations made users comfortable with it and they were quick to accept it.” Using a do-it-yourself approach to expansion means staff members can scale, modify and build Perceptive Content to meet the school’s changing document management needs.

In 2011, Lexmark deployment was centralized under a single administrator, to ensure that implementations are rolled out in a standardized, predictable way. As always, when an associate needs additional support, he or she can interact directly with the Lexmark support team via phone or the Support Portal.

“Lexmark is the standard we measure other vendors by,” Crow says. “We’re able to easily expand Perceptive Content to other departments ourselves, and when we do need the support team’s assistance, they invariably have a quick solution.”

Supporting KSU's visionary plan

Part of KSU’s 2025 Visionary Plan includes being recognized as one of the nation’s Top 50 public research universities. To achieve this goal, the institution outlined short and long-term plans including the development of a robust technology infrastructure to support business continuity, research instruction, student services and administration.

The scalable, flexible design of Lexmark solutions helps ensure that KSU’s technology investment meets the immediate needs of students and staff, while paving the way for future development in accordance with the Visionary Plan. In addition, KSU’s ownership of the solution will contribute even greater savings and productivity gains over time, as the university expands the technology based on each department’s unique requirements.

Results

Better service, increased productivity

Before Perceptive Content, paper processes could delay response time and service at KSU. When a student called with a question, an employee went to the storage room and searched through 40,000 multipage folders in 35 file cabinets to find the relevant document. The student record was sometimes on a colleague’s desk, which further prolonged the search. Perceptive Content gives KSU associates single-click access to all documents, enabling immediate answers to queries.

“Putting information at our fingertips has led to gains in productivity and customer service,” Crow says. “Perceptive Content has become so ingrained in employees’ daily tasks that they wouldn’t want to function without it.” KSU staff can manage daily tasks more easily and has increased workflow efficiency, Crow adds.

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Eliminating paperwork delays

Previously, paperwork could pile up on the desks of absent employees, halting the admissions process. With Perceptive Content, managers can easily reassign responsibilities to ensure all deadlines are met. In addition to improving workflow, the solution lowers storage costs and reduces spending on folders and paper.

“We believe that Perceptive Content paid for itself in less than three years by reducing office supply costs and eliminating the inefficiencies of paper,” Crow says. “We have so much confidence in Perceptive Content that every document that’s been scanned in the registrar’s office has been shredded.”

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