

MiraCosta College Cuts IT Costs, Streamlines Information Services Through User-Friendly ECM System



ORGANIZATION

MiraCosta College
www.MiraCosta.edu

INDUSTRY

Higher Education

SOLUTION

- > ILINX Capture
- > ILINX Content Store
- > ILINX Export

CHALLENGE

- > Outdated system for scanning, storing & retrieving documents
- > No upgrade path for software
- > Limited search capabilities
- > Incompatibility with current browsers and Operating Systems

KEY BENEFITS

- > Seamless migration to ILINX
- > Easy-to-use interface ensures fast adoption by end-users
- > Robust search functionality
- > Entirely web-based
- > No client-level installs needed
- > Third-party IT costs reduced
- > Easier & faster document access
- > Ability to build workflows

“WE THOUGHT THAT IMPLEMENTING A CONTENT MANAGEMENT SOLUTION MEANT PAYING FOR A BUNCH OF COMPLICATED FEATURES THAT WE WOULD NEVER USE. WITH ILINX®, WE HAVE CUTTING-EDGE TECHNOLOGY THAT SUITS OUR NEEDS PERFECTLY IN AN EASY-TO-USE PACKAGE.”

– Karen Brown, Network Specialist, MiraCosta College

Since 1934, MiraCosta Community College has dedicated itself to providing an exceptional higher education experience for students of all ages. The San Elijo and Oceanside campuses each offer small class sizes, a diverse student body, and a time-tested curriculum.

With a growing population of nearly 19,000 students, MiraCosta’s dated content management system could no longer keep up with demand.

In order to continue to deliver outstanding service to its students, MiraCosta relied on the experts at ImageSource to implement a new way to manage content.

Outdated Content Management System Caused Headaches for Users and IT

Back in 1993, MiraCosta’s content management solution fit their needs well. But, recently, the system had begun to show its age; users needed more and more data, and it simply could not handle the mounting requests.

The old system was also lacking in many critical areas which hindered efficiency. It was incompatible with the latest browsers and operating systems, and offered no upgrade path to newer software.

Additionally, the thick client software required local installs at each workstation, driving up IT support costs and frustrating information seekers.

MiraCosta Selects ImageSource for ECM Consulting and Guidance

ImageSource was chosen to help manage the implementation of a new system that was robust enough to keep up with user demand. MiraCosta defined the following objectives:

- > Ensure compatibility with the latest operating systems and web browsers
- > Reduce IT costs related to software training and maintenance
- > Strengthen ability to search and acquire content
- > Fortify security of data and other related content
- > Enhance the overall user experience by reducing the need for ongoing third-party IT support
- > Provide browser-based user interface
- > Migrate data from their previous system



Easy Transition Made Possible Through Cutting-Edge Technology

“The transition to the ILINX suite was seamless,” states Mario Valente, Dean of Academic Information Services at MiraCosta. “ImageSource was able to bring us out of the dark ages quickly without any downtime for our users.”

ILINX Export was used to perform data cleanup and ensure a smooth in-house migration of over a million documents to the new platform, ILINX Content Store. ILINX Export fully extracted data from the 17-year-old legacy system in quick

order. The switch was complete in just one week.

Getting Documents Into the System is Streamlined, Starting with Applications

About 25% percent of the 45,000 enrollment applications that MiraCosta receives every year are on paper, generating large batches of documents that flood in prior to each semester. After the start of the semester, those applications and all supporting documents, like transcripts, have to be filed.

Utilizing ILINX Capture, Student Services staff and seasonal student workers can quickly and accurately scan the applications and deliver them into ILINX Content Store. They are now able to process the applications electronically and have them available for other departments who need to access student records.

“WITH OTHER SOFTWARE YOU HAVE TO TAILOR YOUR TRAINING TO A PARTICULAR AUDIENCE. WITH ILINX SOFTWARE, AN HOUR IS SUFFICIENT. USERS JUST GET IT.”

—Lisa Level, Systems & Procedures Analyst

Compatibility, Security, & Maintenance Concerns Answered

Entirely web-based, ILINX Capture and ILINX Content Store offered compatibility to MiraCosta's existing infrastructure without the need to install software locally. Administrators were given the ability to deploy software updates from a central location, rather than spending labor hours at each client computer.

Also, ILINX software made it possible for MiraCosta to move to the latest operating system and web browser which was paramount to the continued security of the college.

The modernized code was another benefit, allowing for easy maintenance which is highly revered by IT staff.

“It is comforting to know that we will not be grandfathered into an old operating system again,” states Karen Brown, MiraCosta Network Specialist. “The web-based nature of ILINX promises that we will be able to continue to move our systems forward without worrying about compatibility.”

Straight Forward Technology with Simple Interface Provide Economic Relief

MiraCosta has been able to implement a simple, yet powerful ECM platform without investing in an expensive system that overreaches their needs. The speedy implementation required a much smaller investment in professional services to get the system up and running.

The easy-to-use ILINX interface allows MiraCosta staff to train employees to use the software in minutes, dramatically reducing costs associated with adoption and support.

“ImageSource helped us with the initial implementation and training, but I rarely need them for support,” states Brown. “I was even able to single-handedly build a custom barcode application in a few short days.” Brown also noted the simplified workflow creation in ILINX. The tool allows the average user to build workflows without soliciting IT support.

Additionally, the powerful universal search function built into ILINX Content Store has enabled MiraCosta to find content using fragmented bits of information easily.

150k ROI Realized Immediately, With More Savings Expected

With ILINX technologies, MiraCosta College has the capability to sync all of organization's critical information with every department. They have realized efficiencies that are saving time and money across the many student services departments, a benefit that many departments will eventually share.

In tight economic times, they have been able meet their objectives for managing information without adding more staff or breaking the bank.

“We have saved at least \$150,000 right off the bat, and the cost savings will continue as we move the system into the business departments” states Valente, “ImageSource is an integral part of this process; our partnership is truly invaluable.”

As the ILINX ECM technology is adopted for other processes in departments across the organization, the College will be able to manage more information utilizing existing resources, accurately and securely.

Technology



ILINX PRODUCT SUITE

The ImageSources ILINX suite of products provide integral components that extend the capabilities of your hardware and software investments. Supporting a seamless and user-friendly integration, these products provide the essential connection that make world class technology even more powerful. www.imagesourceinc.com

ILINX CONTENT STORE

This easy-to-use, agile repository provides flexible and affordable storage for content as it's generated or exported from another system.

Designed to run as a common browser-based interface, users can access ILINX® Content Store at any desktop, while administrators simply control user security and access to content from a central location.

ILINX CAPTURE

Browser-based, ILINX Capture empowers anyone in your organization to easily capture information from paper or electronic sources right at their desktop.

ILINX EXPORT

Extract, convert and migrate data and documents from your ECM system.



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