



April 2010

Document **K15**

CASE STUDY **DIGITECH SYSTEMS** **THE FLETCHER SCHOOL OF LAW AND DIPLOMACY**

THE BOTTOM LINE

The Fletcher School used Digitech Systems PaperVision Enterprise, and Sourcecorp services to move its paper files into electronic form. Sourcecorp used Paperflow to scan the records and now they are stored and accessed electronically, reducing the risk of lost or damaged records and improving information access.

THE COMPANY

Established in 1933, The Fletcher School of Law and Diplomacy is the oldest exclusively graduate school of international affairs in the United States. Presented to and approved by the Supreme Judicial Court of Massachusetts in 1930, The Fletcher School was established as a joint venture between Tufts College and Harvard University. Today The Fletcher School enrolls an average of 550 students per year from the United States and more than 40 countries around the world. Graduates of the school include Daniel Patrick Moynihan, Bill Richardson, Walter Wriston, Michael Dobbs, Jean François-Poncet, and Khalid Al-Fayez.

THE CHALLENGE

The Fletcher School was using a paper-based filing system to store all records of current and previous students. Over time, the school accumulated 80 file boxes; the majority of those files were stored behind the registrar's office and the rest were stored in a classroom storage closet. When the office moved to a smaller location with even less storage, a portion of those files — mostly non-active files — were relocated to an offsite location. The school needed a better way to store and access both current and historical student records for several reasons:

- Lack of a disaster recovery or backup files meant if the school or storage facility were ever destroyed, important files would be lost.
- Every year, a substantial portion of the graduating class is employed by government agencies that have increased the demand for more rigorous background checks — especially within the past 10 years. As a result, Fletcher staff needed more efficient access to information such as background checks, confirmation of attendance, and any previous records such as transcripts, financial obligations, and any disciplinary actions.
- When administrative staff had to drive more than an hour to the offsite storage location or wait for breaks in between classes to access the files located in the classroom, it caused delays in processing requests for information.

THE STRATEGY

The Health Services division and the accounting department of Tufts were already using Digitech Systems software and Sourcecorp services as its primary solution

because of its ease of use and ease of deployment. Fletcher representatives reviewed the recommendation and selected Digitech Systems and Sourcecorp. The school received budget approval for the project in 2007, and in 2008 Sourcecorp began scanning existing school records into PaperVision Enterprise. The registrar's staff determined the policy for what documents would be scanned and destroyed (such as official records) and what would be discarded (such as holiday cards).

Sourcecorp installed PaperVision Enterprise and the existing records on one of the school's standalone PCs in the registrar's office so now office staff needing to access a file can retrieve it in the office. A copy of the images and indexes are kept in the climate-controlled Sourcecorp vault for disaster recovery redundancy.

KEY BENEFIT AREAS

Deploying PaperVision Enterprise and using Sourcecorp services has enabled The Fletcher School to secure student records from risk of loss, theft, or damage while improving the ability to respond to requests for information. Key benefits of the project include:

- **Reduced risk.** As colleges and universities are faced with implementing personal information protection laws to protect students from identity theft, reducing the number of paper files and the possibility that they could be read by unauthorized persons reduces potential theft opportunities.
- **Reduced costs.** By replacing paper files with computerized data, The Fletcher School was able to reduce costs in the areas of printing and supplies, offsite storage, and transportation costs to and from the unit.
- **Increase in efficiencies and productivity.** Staff no longer has to spend valuable time looking for records or driving over an hour to retrieve them. They can enter student information with ease and accuracy on one system that indexes, searches, displays, and distributes reports as well as recover files in a timely manner for organizations needing important background information. This keeps the school in good standing with organizations wanting to hire graduates and allows staff additional time to focus on other tasks.
- **Increased security.** Storing student records electronically means there is no longer the risk that files could be lost by fire, flooding, or deterioration. Remote electronic backup ensures files can be retrieved if necessary in the event of a disaster.

KEY COST AREAS

Key cost areas for the project included software licenses and service fees. No hardware was needed to support the project and training was minimal because the application is relatively intuitive.

BEST PRACTICES

The Fletcher School wanted to focus on organizing, protecting, and itemizing its student files. With the help of Sourcecorp, the University was able to discard unneeded information, scan information and keep individual files in order, and have easy access to information when needed. Moving forward, the school hopes to move more of its files, such as old grade sheets, to the system to further automate the retrieval of information.