

Case Study

Leon County Schools

Leon County Schools use Cardiff LiquidOffice and Xerox Document Centre to speed reimbursement. With Cardiff LiquidOffice, there's less paper and a faster return on investment.

Leon County Schools serves the greater metropolitan area of the Florida state capital city, Tallahassee. One of the top 50 public school districts in the U.S., Leon County Schools consists of 40 school center locations and employs approximately 2,000 teachers and 2,000 administrative and support personnel to serve a student population of more than 40,000. Its mission is to create a quality, caring environment that prepares learners to become responsible, self-governing, independent and contributing citizens in a world of change by providing leadership and an organizational structure through the combined efforts and resources of the community.

The Challenge

The Department of Technology & Information Services at Leon County Schools is charged with the daunting task of managing all official and unofficial forms for the entire public school district consisting of 44,000 students, teachers and administrative staff across 40 school centers. The number of different locations, combined with a wide range of users, can make the process of rolling out of any new technology extremely complicated and labor-intensive. This is why choosing a technology solution that utilizes a familiar, standards-based approach is very important.

Initially, Leon County Schools had implemented an online effort that made forms available for download from a corporate Web site. This was limited by the use of static Microsoft Word and Adobe PDF files that had to be printed out, faxed or mailed to obtain proper approvals. Leon County soon found out that this system was not adequate enough to effectively manage their 200+ official forms, and it also



required a considerable amount of time to properly process and route the forms. Additionally, the solution made it difficult to keep the forms updated and often resulted in there being multiple copies of the same form, which would lead to confusion on part of the user. Finally, while the existing system was an improvement over the traditional manual method of routing forms, it required a lot of effort, was difficult to track, did not easily accommodate the attachment of supporting documentation, and was not effective with forms requiring signatures.

The Solution

After evaluating a variety of solutions, Leon County Schools chose to implement Cardiff® LiquidOffice™, a Web-based business process management solution. Using LiquidOffice, Leon County Schools is able to drastically reduce the amount of time it previously took to process and approve forms by reducing data entry requirements and errors through auto-fill form fields and by eliminating the need for end-users to print, fill out, fax or mail back forms.

Built using open-standards to support enterprise connectivity, LiquidOffice also proves its worth through its ability to integrate with a series of Xerox Document Centre multifunctional systems that Leon County has installed at a number of school center locations. Using a LiquidOffice Connect Agent that provides a packaged integration between the two systems, users at Leon County Schools will be able to

Customer at a Glance

Leon County Schools

Industry: Education

Application: Student and faculty eForms

Challenge: Streamline forms processes, effectively manage 200+ forms, minimize user training

Solution: Cardiff LiquidOffice, Xerox Document Centre

Results:

- Centrally manage over 200 forms
- Elimination of waste associated with manual and paper processes
- Improve customer service to faculty, staff and students

“LiquidOffice and Document Centre systems really bring the value of their respective solutions to the end user through a familiar and intuitive interface - and this standards-based approach is a lot less taxing on our IT resources.”

— Bill Piotrowski, Leon County Schools

scan paper documents—including quotations, receipts, contracts, applications and enrollments—directly into their personal online folder within LiquidOffice. These digital documents can then be attached to an eForm where it remains throughout the form processing, routing, tracking, approval and archive functions. As an added benefit, the seamless online archiving of supporting documentation significantly reduces costs associated with paper consumption and storage.

The combined solution at Leon County Schools can serve a variety of different applications, including updating the submission and approval process for travel expense report forms. Currently when a teacher or administrator returns from a business trip, he or she fills out an authorized expense report form, copies and staples all relevant receipts to the form, and then drops the completed packet in the mail for delivery to the corporate finance department. This process can take several days and requires several steps on part of the person submitting and processing the form.

This same scenario could be greatly simplified and expedited using an integrated LiquidOffice and Xerox solution. With the combined solution, school employees would be able to use a Xerox Document Centre to scan their receipts and any other supporting documentation, which would be automatically routed to that user's LiquidOffice folder. At that point, the employee can hop on the Internet from any location, access their LiquidOffice account, pull up a travel expense form that is pre-populated with that user's information, fill in the additional information, attach the scanned receipts and route for approval. The electronic submission of the form not only speeds up the approval, but also allows the individual and the finance department to track where the form is in the approval process. By having access to this information, the person

submitting the form knows when he or she will be reimbursed for the expenses, and the finance department can make better budget projections based on the number and monetary value of expense reports currently being approved across the organization.

The Benefits of Cardiff

Using LiquidOffice, Leon County Schools is able to design, route, track, audit and approve online forms. In addition, LiquidOffice provides Leon County Schools with centralized form management for instant, system-wide form reporting, which helps in operational and budgetary planning and projections. As a Web-based application, Leon County Schools can access LiquidOffice and all its features from remote locations anytime, anywhere. LiquidOffice integrates with Leon County Schools' Xerox Document Centre multifunction systems to enable users to scan paper documents directly into their personal Web-based LiquidOffice Document Centre folder. The digital documents can then be attached to a LiquidOffice eForm where it remains throughout the form processing, routing, tracking, approval and archive functions. As an added benefit, the combined solution enables Leon County Schools to eliminate the waste associated with manual processes, printing and storing.

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