An Academic First

The client, a private non-profit educational institution, offers a broad range of business and related technology degree programs at the bachelor's, master's, and doctoral levels.

Here, a high percentage of instructors are also working professionals in the business world. Spread over three campuses, this client is a reputed graduate business school holding the largest group of MBA candidates in the state it operates.

The institution, like so many organizations moving forward into the 21st century, needed a more efficient way to handle the ever-increasing load of paperwork and documents that enter with students following them through their academic careers. With an extensive paper-based records system, storage and access are prime problems. Plus, the institution needed "workflow" to be able to collect, sort and route documents to the appropriate people and departments.

A Perfect Fit

The situation was a perfect fit for CareTech Solutions' iDoc™ Document Imaging System, which was originally developed for (and is now in use by) hospital systems throughout the country.

The complex records-keeping needs of the healthcare industry have many similarities with higher education - among them being strict security and high-volume storage, with easy, multiple access by authorized users in widely separated locations.

Accordingly, the institution is iDoc's first academic use in the country - and will by no means be the last.
Voices from the real world

CareTech went through all of our processes for the implementation, documented them, and gave us a chance to see them in a fresh light. We even modified some processes to fit the product; iDoc doesn't force you to use all its capabilities at once - you can use the features that you need, when you need them, and keep expanding as it makes sense.

What we appreciated was the time the CareTech team put in, with weekly meetings, which really helped us learn more about the product's capabilities. Service has been a big factor with us. CareTech was very receptive to our ideas and understood all our concerns. They've made a continuous effort.

The Director of Admissions & Academic Advising at the Institution

As an electronic filing system it's great! It's so much easier to just go to the system and find a file. We're gradually working on trying to take advantage of the features like workflow, in areas such as the withdrawal process, or problem registrations where many e-mails used to go back and forth.

The most telling thing that shows how people have accepted it, is that they're always exploring new ways to use it, looking at new opportunities. It is definitely a timesaver. Anybody who's thinking about such a system should investigate iDoc. You just have to give it a chance and have an open mind.

The Director of Records & Registration at the Institution

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