Lessons learned in operational efficiencies
An Ivy League University leverages technology to alleviate administrative burdens

Implementation included HCM (human capital management)

19,000+ EMPLOYEES
and
170+ CAMPUS-WIDE ADMIN SYSTEMS were affected

Strategic objectives:

- Simplify and standardize processes.
- Make it easy to get work done and harder to make mistakes.
- Establish an accurate, trusted and timely reporting environment.
- Minimize admin overhead for faculty and end users.
- Lower operating costs and improve effectiveness.

The results? Compare then with now.

THEN

- Reliance on paper forms and manual data entry
- Tied to desktop to complete tasks
- ≥ 1-month turnaround for tasks like terminations
- ≥ 1-week lifecycle to hire new staff

NOW

- Reduction or complete elimination of paper forms through automation
- Freedom with 24/7, cloud-based mobile access
- 2-day turnaround transactional time lowered by 93%
- 1-day completion process improved by 86%

By reducing time spent on administrative tasks, faculty, staff and students are able to turn their attention back toward what truly matters—the academic mission.

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