

# Document capture sets the standard



UNIVERSITY OF TASMANIA

The digital economy has brought new demands for instant access to comprehensive information and records. As a result, record management now occupies an important role in serving senior executives.

At the University of Tasmania, one of Australia's oldest Universities, a three-person team has transformed the management of corporate memory and the capture of extensive corporate knowledge, enabling records management staff to provide a true client service.

Using TRIM, the team has successfully documented thousands of records, a ten-fold increase in document volumes, to create an information-rich environment where corporate knowledge is literally at the users' fingertips.

According to the Manager, Records & Information, Mrs Trish Wichmann, TRIM's simple, trouble-free installation and the rapid acceptance of the new system's features and capabilities has radically overhauled the University's approach to information.

## Simple installation

In October 99, after a two month installation and setting-up period, TRIM went live replacing the existing manual card indices, file lists in binders, and other systems for the University's senior executive members and their staff.

The new system offers a complete approach to records management, capturing incoming correspondence, forwarding correspondence for action and capturing both incoming and outgoing emails.

According to Mrs Wichmann, "TRIM was a piece of cake to install. The software aligned well with our existing administration and knowledge management systems, and was rapidly up and running without difficulties."

TRIM, operating on Oracle, was also integrated with the University's existing software, including Lotus Notes and Microsoft Office.

"TRIM has a reliable, intuitive and user friendly interface, and ably supports both routine and complex records and document management functions. The functions are available online, and most importantly, we can cross reference databases, operating with multiple and concurrent database criteria" said Mrs Wichmann.

## Benefits

According to Mrs Wichmann, the TRIM-based system has the confidence of staff and management. "There are three records management staff and 20 users, and all have developed considerable "faith in the system".

"The Universities' early document management systems were prone to duplicated effort, ad hoc correspondence capture and remedial action was long overdue," said Mrs Wichmann. "Additionally, duplication of records was expensive and resulted in considerable loss of quality."

"TRIM has provided productivity improvements including better,



**“TRIM increased document capture by 385 per cent in two months, facilitated email capture, scanning of incoming documents, improved general efficiencies by 100 per cent “**

more informed decision making; improved tracking of ‘who’s doing what’, and the faster retrieval of information. People easily find information, staff and management have confidence in obtaining knowledge, and know the search results are accurate,” said Mrs Wichmann.

“The software is Windows based, and has improved the administration’s ability to do its job. It saves time and makes our lives easier, and having the information at our fingertips improves our relationships with staff across both major campuses.”

“There are also financial benefits using TRIM through improved workflow, and we are looking to improve our systems in other areas,” said Mrs Wichmann.

The University proposes to roll the document and records management system out across campus in 2000 and 2001 to all other administrative facilities.

### Selecting TRIM

TRIM was selected as the best solution by The University of Tasmania based on benchmarked criteria, including;

- Complex records management
- Simplicity for routine tasks
- Compatibility with existing software
- Reliability, intuitive use and “user-friendliness”
- Online functionality
- Multiple and concurrent search facility
- Security

Mrs Wichmann said, “TRIM is 100 percent faster because the information is at your fingertips - readily accessible and retrievable in its original format.

“A search module was another important feature. TRIM’s ability to search both sequentially and concurrently, has gained recognition from staff and management.”

Information access is controlled through security parameters that are completely configurable by the system administrator in accordance with an organization’s needs.

### University of Tasmania

Founded in 1890, the University has campuses at Sandy Bay, Hobart and Newnham in Launceston, as well as a North-West Centre in Burnie. The University serves 12,500 students, hosts two Co-operative Research Centres (CRCs), an Australian Research Council Special Research Centre, and the National Key Centre for Aquaculture.

### About TOWER Software:

TOWER Software, a leading enterprise content management (ECM) provider, delivers electronic document and records management (EDRM) solutions. TOWER Software's award-winning solutions empower organizations to manage and secure their vital information assets. The TRIM Context® solution is a single, integrated platform that manages business information throughout its complete lifecycle. By relying on its proven domain expertise, strong strategic partnerships, and powerful solutions, TOWER Software enables organizations to improve the accuracy of information on which business decisions are made; maximize efficiency by finding business critical information more quickly and easily; and achieve and maintain standards compliance across industries, resulting in sustained competitive advantage. TOWER Software is a privately held company with operations in North America, Europe and Asia-Pacific. For more information, visit [www.towersoft.com](http://www.towersoft.com).



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