

client success profile



Gannon
University

Gannon University Uses Datatel and ROC Software Solutions to Improve Document Output

|| SITUATION ||

Gannon University, a four-year private institution located in Erie, PA, redefined its processing procedures to streamline nightly processing with the implementation of Datatel® Colleague® Release 17. With Colleague, Gannon was able to reduce nightly processing from seven hours to about two-and-a-half hours. Although this was a major accomplishment, Information Technology Services staffing was still required to process nightly billing, financial aid, financials, and reports.

John Crandall, director of Administrative and Infrastructure Technology at Gannon University, challenged his staff to fully automate the institution's processing. Crandall was confident that implementing a comprehensive scheduling and output management solution would eliminate the resource-intensive nightly processing routine. His IT staff also wanted to reduce the redundancies associated with running the same reports for different offices, and better support end-users across campus.

Crandall and his staff also recognized the importance of fully leveraging Gannon's technology investments. Therefore, the document output solution needed to integrate with Colleague, its enterprise resource planning (ERP) system.

|| SOLUTION ||

Gannon turned to a Datatel partner, ROC Software, and acquired two components of the ROC Enterprise Suite™ – ROC Maestro to meet scheduling needs, and ROC EasySpooler for document management. Both components were easily integrated with Colleague, so critical data could be accessed across the entire institution.

ROC EasySpooler enables users to conveniently output documents anywhere across the organization. This capability was critical to streamlining and unifying the distributed process at Gannon. ROC Maestro provides the methods for scheduling and managing workloads, processes, dependencies, and events across complex heterogeneous IT environments.

Using the software, Gannon's IT staff could empower end-users to process reports more independently, greatly reducing the burden normally associated with such processes. Gannon also uses ROC Maestro along with ROC EasySpooler to deliver reports as a Microsoft Word file placed on a network-shared drive for easy viewing and/or printing.

The benefits were immediately apparent. Gannon's IT staff was able to entirely eliminate nightly processing. Gannon utilized the dependencies within ROC Maestro to streamline the overall process. With Maestro, Gannon was able to build dependencies within the schedule. This allowed for dependent jobs to run after the previous job ran successfully. If not, an alert is sent and the processing is put on hold or canceled.

||| DATATEL

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Many existing processes such as electronic payment and financial processing are performed through scheduler. Gannon has set up the process to adapt to date changes, using an administrative calendar that end-users update themselves. The IT staff then uses the calendar changes to make appropriate modifications within ROC Maestro. This process not only distributes accountability, but also creates an audit trail of the change requests.

|| RESULTS ||

Gannon has utilized the scheduler for practically every document creation process on campus, and the user community has enthusiastically embraced the process. During monthly meetings, staff members inevitably ask if their requests can be run through the scheduler.

While Gannon has virtually eliminated all printed reports, certain documents such as transcripts, grades, and foundation reports are still printed. By collaborating with end-users and expediting the delivery of reports each morning, this process has become a win-win for everyone involved. The ability to fully eliminate nightly processing has freed up the involvement of a full-time staff member, who can now focus on other areas within the scope of the IT department to better serve constituents.



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