

## Client Success Story

# School District Works Towards Paperless Processes with ECM Solution

### Client Profile

#### FEATURED CLIENT

Edmonton Catholic School District

#### WEBSITE

[ecsd.net](http://ecsd.net)

#### INDUSTRY

Education

**The Edmonton Catholic School District provides elementary, junior high, and high school education as well as adult and alternative education services in the province of Alberta.**

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– Kathie Tourangeau, District Principal

**BUSINESS NEEDS** The Edmonton Catholic School District is a major educational force in the province of Alberta, with more than 33,000 students, 87 schools, and about 3,500 employees. Managing such a sprawling organization often leads administrators to seek out information technology that can streamline important business processes. This was the case for the school district, which wanted to find ways to reduce the large volumes of paperwork in its human resources department.

“Our goal was to increase the efficiency of our HR procedures, the accuracy of personnel documents, and ultimately allow employees to remotely view their files on the school district’s intranet,” says District Principal Kathie Tourangeau.

When the school district began looking at its options, an obvious path was to find a solution that would integrate easily with the organization’s existing Microsoft IT products. These include Microsoft SharePoint technology and Microsoft Office applications. “We already had SharePoint specialists who

are employed by the school district, and everyone is familiar with Office. It seemed logical to look for a solution that would work with the Microsoft products and leverage the skills we already had in place," says Tourangeau.

**SOLUTION** School district officials decided to deploy a KnowledgeLake ECM solution. "It made a lot of sense," says Tourangeau. "The key factor is that KnowledgeLake products are based on and integrate with our Microsoft technology, including SharePoint and the Windows operating system." The district deployed KnowledgeLake near the end of 2009, beginning first with the Human Resource Services department. The district plans to deploy KnowledgeLake in other departments as well, including the financial services division.

The KnowledgeLake Professional Services Group provided a senior technical architect and two solution architects for on-site guidance. The school district also sent one of its SharePoint specialists to the KnowledgeLake headquarters in Saint Louis, Missouri for additional training.

### **BENEFITS**

With the KnowledgeLake ECM solution running on Microsoft SharePoint, the Edmonton Catholic School District is on the path to achieving its goal of virtually eliminating paper documents from its HR processes. By going with the solution, the school district also benefitted from

the extensive expertise delivered by the KnowledgeLake technical staff. Additionally, the solution lays the groundwork for a more ambitious effort to reduce or even eliminate the need for paper documents throughout the school district's different departments.

### **Eliminates Paper Processes**

Once KnowledgeLake was installed, the district's HR Services department immediately began scanning a backlog of thousands of existing documents—and making sure that any new paper documents are immediately digitized, tagged with key information for future searches, and published on the school district intranet.

"The solution fit with the integration and compatibility of our existing processes, and is helping us meet our goals of having paperless human resources files and transparent individual access for employees so they can see their own files," says Tourangeau. "KnowledgeLake is helping us increase the efficiency of the HR department by reducing paper and the time it takes to find information. Plus, we can be more environmentally responsible by eliminating paper waste."

### **ECM Technology—and Expertise**

The school district's access to KnowledgeLake expertise helped officials in the deployment and with ongoing assistance in optimizing the performance of their ECM solution.



***“Since KnowledgeLake products are based on and integrate with our Microsoft technology, deploying the solution just made sense for us.*”**

– Kathie Tourangeau, District Principal

“I know we could not have done this deployment as well without the assistance of KnowledgeLake’s staff working together with our own SharePoint architects,” Tourangeau says. “The combination of expertise at our district level, together with the KnowledgeLake staff, helped us to be successful in implementing this solution within the Human Resources department. I definitely would recommend KnowledgeLake Professional Services to other organizations.”

#### **Technology for Future Improvements**

KnowledgeLake provides a powerful yet easy-to-use solution that is helping the Edmonton Catholic School District reduce their dependence on paper documents while increasing the ability of managers and employees to quickly find important information. Tourangeau says she expects that the technology will become widespread throughout the school district.

“Eventually we hope to implement this in multiple departments and ultimately, in the long term, for use in our schools,” she says.

***“With the power and ease of use of KnowledgeLake, I think we will expand our use of the solution sooner rather than later.”*”**

– Kathie Tourangeau, District Principal



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