

CASE STUDY / JOHN XXIII COLLEGE

John XXIII College streamlines and digitises paper-based processes with Ricoh

Situated in Mount Claremont, Western Australia, John XXIII College is an inclusive contemporary Catholic education College catering for students from Pre-kindergarten to Year 12.

One of the state's leading co-educational schools, the College is located on a university-inspired campus set on expansive grounds. Established in 1977, it is currently home to more than 1,500 students and 240 committed staff.



The challenge

Like any large organisation, over the years John XXIII College had become increasingly reliant on paper. Workflows underpinning administrative and teaching activities made use of large volumes of paper constantly shifting around the campus.

"We were looking for a way to increase the overall efficiency of the school," says Bill Quartermaine, Director, Inquiry & Innovation. "We knew we had to find an effective way to replace a high proportion of our

paper forms and processes with a digital alternative."

Another desire was to have in place a method of gaining better visibility into the various approval processes being used throughout the school. "Everything from staff leave requests to student excursions relied on pieces of paper being sent between people and departments," says Bill Quartermaine, Director, Inquiry & Innovation. "If any delays occurred, it could be difficult to find out where in the process that delay had happened."

The solution

When the decision was taken to seek an alternative to its paper-based processes, the school's IT team examined a range of options. A shortlist of three solutions was drawn up and the features and capabilities of each were closely assessed.

"Ricoh's Laserfiche solution seemed to be the most user-friendly option for us," says Yugon Chobanoff, ICT Operations Manager. "We were also attracted by the fact that Ricoh could provide local expertise and support."



Once Laserfiche had been installed on campus, the team began the task of creating a range of new digital forms. First off the rank was excursion approvals which was completed in January 2019. As this was the first digital form for the team at John XXIII College, Bill Quartermaine and Yugon Chobanoff and their teams worked closely with the specialists at Ricoh to develop the solution.

This was followed by a relief teaching request form and a professional development application form later in the year with most of the development work now being done by the John XXIII team and Ricoh supporting it in a consultative mode when required.

Ricoh also assisted with integration of the school's Maze information system and its Active Directory-based identity management system (Active Directory) to allow single sign-on (SSO) capabilities for staff.

The benefits

With the Laserfiche solution now fully operational, the school is enjoying some significant benefits from its investment.

"We now have more than 65 different processes digitised and working in Laserfiche," says Bill Quartermaine. "One of the most utilised processes is the excursion form which has been used more than 6000 times."

Bill Quartermaine says staff have noticed there are much faster turnarounds when it comes to leave applications and relief teacher requests. Approvals can be given by simply clicking on a computer screen rather than having to complete a paper form and send it on its way via internal mail.

Accountability has also improved as people can see where in the system each form is sitting and where any delays may be preventing completion of the process. There are also accurate records of each process which is important, particularly when dealing with sensitive information such as student medical records.

"Overall, Laserfiche has helped us to unify many of our older, disparate systems into one logical system that is used and understood by all staff."

Staff have been very impressed with the usability of the new system and

welcome the time saving advantages that it delivers. Time that would have been spent filling out paper forms can now be used for more value-adding activities such as lesson planning or helping students with their work.

"We have also enjoyed a significant return on our investment in this project," says Bill Quartermaine. "On current projections, the new solution will have paid for itself in a relatively short space of time."

The future

The College's ICT and Innovation teams are now hard at work on ways in which Laserfiche can be put to work in other ways across the school. Currently, work is being completed on the digitisation of the school's enrolment process which will reduce the time required and the administrative burden on both staff and prospective parents.

"There is also potential for Laserfiche to be integrated with our Microsoft Office 365 stack. This will make it possible to save files directly to Teams and SharePoint document libraries."

Bill Quartermaine says there will be many other areas identified in coming months where Laserfiche can add further value to the school. The ICT and Innovation teams are consulting with all staff to get their ideas on how this can be achieved.

"We now have in place a digital platform that will support our processes for years to come," says Bill Quartermaine. "Ricoh has both added value and improved the operation of the school. It will continue to add significant benefits."

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