



BPM to Follow the Dynamics of Modern Education

Ultimus Case Study

HIGHLIGHTS

- **Elimination** of paper used for processes
- **Improved** organization of course administration
- **Efficient** allocation of resources
- **Monitoring** and reporting for continuous process improvement

RESULTS

- **Significant** reduction of process cycle times
- **Maintaining** the broad range of service offerings
- **Higher** quality of teaching and learning
- **Increase** in overall organizational efficiency
- **Maintaining** of competitive advantage

North Hertfordshire College (NHC)



Process Description & Background/Need

North Hertfordshire College (NHC) deployed the Ultimus BPM Suite for a large number of administrative processes which greatly alleviated the work of academic and administrative staff and increased overall organizational efficiency. “Ultimus BPM encourages us to consistently evaluate our existing processes and as a result we continuously find new and exciting ways to streamline and further increase efficiencies,” said Chris McLean, IT Director at NHC. As educational institutions are increasingly exposed to more competition for best quality education and a wide range of academic services, NHC saw the need to adapt their business processes to become more responsive to the dynamics of modern education.

NHC is a college for further education located 30 miles north of London with three campuses, offering a broad range of vocational, academic and recreational courses. In order to improve the quality of teaching and learning as well as maintain their reputation of a broad range of academic services, NHC began to revise their historically grown administrative processes for automation in order to improve overall organizational efficiency.

NHC chose Ultimus because it offers the most complete BPM solution available on the market covering the entire set of requirements NHC had defined. They implemented the Ultimus system based around 300 clients and a solid 3,000 step server, and approximately 40 administrative processes have been deployed and automated today, such as various processes in the areas of Course Administration, Human Resource, and Finance.

Points of Pain Addressed Course Administration

- **Course Creation Process**
 - This process, designed for teachers who wish to deliver a course to the public, eliminated the paper-based administrative work of the teachers and increased the efficiency of the course preparation processes at the same time.
- **Course Cancellation and Refund Process**
 - This process allows for early notification whenever a student cancels a course by initiating an Ultimus process, including all administrative requirements going along with the cancellation.
 - Ultimus further handles a course cancellation refund process which coordinates the appropriate refund of the tuition fees allocated back to the students after their course cancellation.
- **Further processes in the area of Course Administration**
 - A request process designed for staff to request audio/visual equipment from the Learning Resource Centre allows for more efficient allocation of teaching and learning resources.



- The Student Withdrawal and Student Transfer processes initiate all kinds of sub processes that exchange data cross-departmentally and ensure that all administrative and regulative information is handled safely and efficiently.

Human Resources

- New Starter Process
 - NHC developed a new starter process by which Ultimus leverages cross-departmental sub-processes such as IT account creation processes or the provision of various work equipment to both permanent and temporary staff.
- Administration of temporary staff
 - NHC deployed an automated process for request and administrative handling of short term contract staff.
 - Ultimus handles online booking of temporary staff including the creation of real-time reports to ensure transparency regarding staff booking against budget.

Finance

- Internal Fund Transfer
 - Ultimus takes care of the distribution of internal funds to the various departments by using thin forms, which enables the versioning of the attached document without the need for a document management system.
- Internal Purchase Process
 - Due to the use of Ultimus, the most cost beneficial process is the request of equipment which is made against budget due to approval steps being integrated.
 - Ultimus enables purchase authorization to be reassigned when the people responsible are unavailable, which eliminates approval delays steps.

BUSINESS ADVANTAGES - Solution Overview

Significant Reduction of Cycle Times

- One major benefit resulting from the Ultimus initiative is that processes that formerly took three days take less than one hour to complete.
- Ultimus ensures early notification to reroute an incident to the next available person, eliminating process lag time.

Improved Service Offerings

- As most staff is alleviated from much administrative work, they can focus more on the quality of teaching and learning for improved academic and student services.

Increase of Organizational Efficiency

- Process automation by Ultimus result in a better coordination of staff and equipment, leading to the more efficient use of resources.
- Reduced cycle times leverage significant cost-benefits, e.g. using discounts for timely ordering and paying of equipment.
- Ultimus ensures control and transparency of processes in order to improve constant process improvement to strengthen organizational efficiency.

Recap of key benefits and summary

Streamlining NHC's processes not only leads to significant cost and time benefits that enable them to invest in better teaching and learning resources, but also to quality improvements throughout the college which are necessary to compete within the dynamics of modern education. The use of Ultimus has also been crucial to the recent initiatives focusing on the development of a more flexible organization and workforce.

For more information on the Ultimus BPM Suite and how it can help your company become an agile enterprise, please visit www.ultimus.com