



New Document Imaging Solution Makes the Grade

University and Canon Advance Financial Aid Document Processing



One of the country's largest private sector universities was experiencing slow turnaround time for processing student academic and financial aid documents. The school tapped Canon Business Process Services to help transform the process, making it faster and more efficient. The result was a significant reduction in the time it takes for both students and the school to receive financial aid funding.

THE CHALLENGE

One of the university's initial challenges was to improve slow turnaround times—averaging 48 hours or more—for digitally indexing thousands of critical academic and student financial aid documents. The indexing process included scanning documents into an electronic workflow by a university student financial aid coordinator. The school's existing document management service provider was responsible for verifying that students had submitted specific information that was required in order for their financial aid applications to be reviewed and approved by government funding organizations. The required data spans 16 index fields and includes such information as student identification numbers and income tax information. The service provider's slow turnaround time in verifying the data and moving the documents back into the university's workflow system was impeding the school's ability to receive government funding in a timely manner.

As a result of these challenges, the school decided to team with Canon Business Process Services in order to

improve control and streamline the processing of its academic and student financial aid records.

THE SOLUTION

Canon Business Process Services initially reduced the processing turnaround time from 48 to 36 hours. The solution comprised hiring a more experienced staff, consolidating mail and imaging operations and implementing digital workflows to streamline the processing of academic and financial aid documents. This included nine full-time employees, located at the school's headquarters, who assumed responsibility for indexing 133,000 financial aid documents per month.

Canon Business Process Services then helped the school tackle another challenge: a backlog of more than 1.9 million student academic records that had not been indexed up to that point. The backlog accumulated because the school did not have adequate resources to handle the work load. This was causing significant delays in the ability of the school to access student records in response to audits required by government agencies

Canon reduced processing time for student financial aid documents from 48 to 24 hours.

THE RESULT

- + Reduced the indexing turnaround time of student financial aid documents from 48 hours initially to 24 hours today
- + Deployed a more experienced document indexing staff
- + Standardized quality control processes that ensure documents are indexed correctly
- + Currently process 225,000 student financial aid documents and academic records per month, which reduces the time it takes for students and the school to receive funding
- + Indexed a backlog of more than 1.9 million academic records, which helped meet the increased demand for academic record requests due to a surge in student enrollments and drove a faster turnaround time in processing those requests

and other organizations such as those that provide scholarship awards. Canon Business Process Services deployed an additional nine full-time employees at the headquarters site and completed the indexing project in six months. Results enabled the school to better meet the auditing requirements for academic records and reduced risks for breach of confidentiality. Eliminating the backlog also had two other positive results. It helped the school meet an increased demand—from students and auditing agencies—for academic record requests caused by a 38 percent surge in student enrollments. It also drove a faster turnaround time in processing those requests.

After tackling the backlog, the university and Canon saw an opportunity to further reduce the financial aid document indexing turnaround time from 36 to 24 hours. Canon Business Process Services supplemented the work processed by its on-site staff with seven full-time indexing

experts located at Canon Business Process Services' Philippines-based, state-of-the-art document imaging and indexing operation. This approach increased processing capacity; the Philippines imaging center now indexes more than 60,000 student aid documents per month. It also improved processing turnaround time. The indexing workflow gains 13 hours of processing time due to the time difference between the U.S. and the Philippines. While the U.S. operation is closed for the evening, document processing continues in the Philippines.

Advancing Business Performance to a Higher Level

Canon Business Process Services, a wholly owned subsidiary of Canon U.S.A., offers managed services and technology for information and document management, business process outsourcing and specialty workforce services. We help clients improve operational performance while reducing cost and risk. Canon Business Process Services has been named a Global Outsourcing 100 Leader by IAOP for the past eleven years and recognized in the Gartner Magic Quadrant for Managed Print and Content Services for five consecutive years. We have also been acknowledged by CIOReview magazine as a "20 Most Promising Legal Technology Solution Provider." Learn more at cbps.canon.com and follow us on Twitter @CanonBPO.