



Yale University

New Haven, CT

Client: Yale University
Vertical Market: Education

“We gave clear specifications as to what we needed. Liberty promised they could do it, and sure enough, they delivered.”

- Frank O'Neill, Associate Director of Imaging Services, Yale University

Yale University Selects Liberty IMS Enterprise-Wide Solution

Client Situation:

When one of the world's elite universities has a problem to solve, you can be sure they do their homework until they find the perfect solution.

Yale University, ranked #2 on the US News 2001 list of *America's Best Universities*, recently decided to explore a new method of managing and storing the mountains of paperwork common in the administration of an entire university. After scrupulous research, they found the formula for the best solution: LibertyNET™.

About Yale University

Yale University, in New Haven, Conn., has been among the most respected, selective universities in the world since it was founded in 1701. Home to about 6,000 undergraduates, and nearly as many staff members, Yale has consistently produced scholars at the top of their field in every discipline imaginable. Yale is also home to nearly 5,000 graduate students, seeking higher degrees at the Graduate School of Arts and Sciences, and among the professional schools, which include such fields as architecture, drama, music, law, and nursing. Yale University remains more competitive and diverse than ever, attracting top students from all 50 states, and nearly every country on the globe. Known for its rich history and sense of tradition, Yale alumni worldwide are looking forward to the university's 300-year anniversary and the tercentennial celebration this spring.

Yale University: Doing Their Homework

Frank O'Neill, Associate Director of Imaging Services in Yale University's Information Technology Services (ITS) Department, found himself facing a difficult decision. He and his staff had to find a cost-effective, enterprise-wide document management solution that could be seamlessly integrated into the existing system servicing Yale's many organizations and departments.

Prior to the installation of LibertyNET, the ITS Dept. tracked monthly spending by each of the university's 1300+ organizations by printing several hundred copies of a list of all charges which were distributed via campus mail to all business managers. Each manager, in turn, separated and redistributed the reports for verification and approval by appropriate parties in each department.

Though this hierarchical process of paper distribution was effective, O'Neill and his department sought a more efficient solution. O'Neill researched numerous information management solutions that sounded promising, but found that Liberty IMS was the only company that could deliver an affordable, enterprise-wide solution that offered seamless integration and customizable, individual security parameters.

"We gave clear specifications as to what we needed," said O'Neill. "Liberty promised they could do it, and sure enough, they delivered."

LibertyNET: An Efficient, Cost-Effective Solution

The first Liberty application installed at the university was a mainframe report distribution center. Through a process of COLD and bulk import, LibertyNET now generates a monthly list of charges that are made instantly accessible, enterprise-wide, based on a sophisticated security module. LibertyNET allows users to concurrently view and download a complete spreadsheet of department charges. This process saves the university a great deal of time as well as printing costs, and downloading an Excel file allows the user significantly more functionality.

"We had to make the conversion from print to electronic output," said O'Neill. "The transition was very smooth, and [LibertyNET] is very low maintenance."

Especially important to the university was Liberty's sophisticated token-module security feature, which regulates which documents each user is authorized to view, based on tokens in their account. Liberty was able to mirror the strength of Yale's existing Oracle system to leverage the strength and reliability of its security and access control. LibertyNET tracks each user's specific user privileges, and updates these privileges daily. This is especially important in an organization such as Yale, where promotions and lateral movement between departments occur frequently, necessitating a great deal of change in user privileges. LibertyNET completely automates this process.

Another decided advantage that Liberty offered was a smooth integration with the existing Oracle system. Users visit the same web site with the same password and authentication as they had prior to the Liberty IMS installation, meaning that no additional time and training was necessary in the implementation of LibertyNET.

"All processes are very straightforward," said O'Neill. "There has been a very high level of praise for Liberty throughout the university. The department evaluations have all been very positive."

Through LibertyNET, Yale will now be able to track all monthly reports and archive them, making automated documents accessible to all authorized users for as long as necessary. Yale has also announced plans to build on the existing system, adding seats on several future projects in a continuing goal to update and automate the workflow process throughout the university.

"The potential is there for 5,000 users," said Bruce Malyon, Director of Sales at Liberty IMS. "With [Yale University] users spread out at different offices throughout Connecticut, this is not just a campus-wide solution. This is truly an enterprise-wide solution."

With the help of Liberty IMS, Yale has once again set the standard for excellence by embracing the most efficient, affordable and user-friendly knowledge management solution available.

"The LibertyNET choice by Yale University continues to establish Liberty IMS as the proven leader in the education market," said Lloyd Warman, President and CEO of Liberty IMS. "We felt confident that we could offer Yale the best solution available, and clearly they felt the same way."

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