Business Process Efficiency Case Studies Using the Laserfiche ECM Shared Service

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ECM as a Shared Service

- Definition
  - ECM is Enterprise Content Management

- History
  - Campus Document Management Committee 2009

- Vision
  - Making institutional information secure and useful

- Goals
  - Avoid software/hardware purchases at department level
  - Reduce costs by eliminating redundant systems
  - Enhance ability to share documents and workflows
Benefits of a Shared Service ECM

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- IT governance
- Institutional, state and federal compliance
- Standardized approach to content management
- Integrated operations
- Value delivery
- Risk mitigation
- Life-cycle management
- Continuity of operations
- Document sharing
- Economies of scale
Shared Service Resources

- Steering Committee
- Community of Practice
- Training
- Communication
- Website
- Project Management
# Laserfiche Adoption at TAMU

**Judith Lewis**

## Laserfiche Adoption Timeline

<table>
<thead>
<tr>
<th>Year</th>
<th>Departments/Entities</th>
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| 2004     | • Athletics  
• Admin Services                                      |
| 2006     | • Agrilife  
• Entomology                                          |
| 2008     | • Corpus Christi Campus  
• Mays Business School  
• Texas A&M International University                    |
| 2009     | • Corpus Christi wins Run Smarter Award for Higher Education based on Banner integration |
| 2010     | • Laserfiche chosen as ECM standard for TAMU  
• TAMU signs enterprise contract  
• ECM shared service established by CIS                  |
| 2012     | • Human Resources                                        |
| 2013     | • Office of the President  
• Information Technology  
• Office of the Provost  
• Procurement  
• School of Architecture  
• School of Engineering  
• Student Affairs  
• Transportation  
• Utilities                                                 |
| 2014/15  | • Geoscience joins shared service  
• TAMU Prairie View joins shared service  
• TAMU Kingsville joins shared service  
• HSC upgrades to Rio  
• TAMU Texarkana  
• Corpus Christi expands campus wide  
• The System Office joins shared service                   |

### Key Events
- **2004**: Laserfiche adoption begins at TAMU.
- **2006**: Adoption expands to Athletics and Admin Services.
- **2008**: Adoption extends to Corps Christi Campus, Mays Business School, and Texas A&M International University.
- **2009**: Corpus Christi wins Run Smarter Award for Higher Education based on Banner integration.
- **2010**: Laserfiche chosen as the ECM standard for TAMU, TAMU signs enterprise contract, and ECM shared service established by CIS.
- **2012**: Human Resources joins the adoption.
- **2013**: Office of the President and related departments adopt Laserfiche.
- **2014/2015**: Geoscience joins the shared service, TAMU Prairie View, TAMU Kingsville, HSC upgrades to Rio, TAMU Texarkana, Corpus Christi expands campus wide, and the System Office joins the shared service.
Forms and Workflow

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