Southwest Vermont Supervisory Union

Customer Success Story - Education

The Southwest Vermont Supervisory Union (SVSU) is composed of five elementary school districts that service approximately 4,200 students. The Union, one of the two largest districts in the state, leads Vermont in technology access at its schools. In addition to the normal operational paperwork associated with running the Union, SVSU is required to keep records on students for seven years, creating an excess of paper. "We are growing; our space is not," said Marcia Noyes, Systems Administrator for SVSU. "We needed a solution that could help us be more efficient in our record keeping."

SVSU's Toshiba dealer, Central Business Solutions, introduced the organization to Questys® Solutions and other document management companies. SVSU looked closely at Questys® Document Management, the software manufacturer's flagship solution, and determined it could provide the functionality needed without draining its IT resources. "With an IS team of just four people, we didn't have the bandwidth to maintain a support-intensive solution," said Noyes. "Questys Document Management requires little to no maintenance, and the adoption of the solution has been smooth."

"Questys Document Management requires little to no maintenance, and the adoption of the solution has been smooth...We had a room stacked floor to ceiling with books of documents that have now been scanned and are easily accessible in Questys Document Management through a quick search."

Marcia Noyes,
Systems Administrator,
Southwest Vermont Supervisory Union

Questys Document Management has helped SVSU get control of its document disorder. "We had a room stacked floor to ceiling with books of documents that have now been scanned and are easily accessible in Questys Pro through a quick search," said Noyes.

As Vermont's technology leader in education, SVSU must manage a breadth of paperwork on the various computers, servers and software programs used at each of the schools. With a quick search in Questys Document Management, Noyes and her team can find license information on technology resources, or details about exactly what, and how many machines are at each location within minutes – a process that previously could take hours of searching through paper files.

In education, where governance plays a key role in administration, having impeccable records is essential. Decisions made by the school board are often decided based on precedence. The school board meeting minutes, which are kept indefinitely, are easily archived in the Questys Document Management database, giving members of the board quick and reliable access to historical information. If a question comes up about a vendor that was discussed at a series of school board meetings, for example, a search in Questys Document Management by the vendor name or keyword will quickly pull up all records relevant to that vendor.

"As a public entity, we are in a continual audit cycle to ensure that no funds are misappropriated. Our auditors are constantly asking us to supply piles of paperwork to document purchases and expenditures," said Noyes. "The name of the game is accuracy, and Questys Document Management provides us with the accuracy, as well as the efficiency we require to stay on top of things."

In addition to tracking vendor agreements, technology resources and school board minutes, Questys Document Management is used for storing personnel records and evaluations. The curriculum department also uses the software to house the standardized test scores of its district's students. Going forward, SVSU plans a full rollout of Questys Document Management to its financial department, in order to drive efficiency in other areas of the organization.

Overview:

COMPANY
Southwest Vermont Supervisory Union

HEADQUARTERS
Bennington, VT

INDUSTRY
Education

NO. OF EMPLOYEES
40

BUSINESS CHALLENGE
Highly regulated industry required extensive record retention, making it difficult to maintain files and access documents in real-time.

SOLUTION
Questys Document Management: A flexible and affordable document management solution that quickly stores and retrieves files and helps maintain compliance.

RESULTS
- Time spent researching technology records reduced from hours to minutes
- Accurate records enables faster response to audit requests
- Search capabilities quickly recall comprehensive information for administration decision-making
- Robust solution requires minimal IT resources

QUESTYS