

COMPANY

The Maine Educational Opportunity Center

INDUSTRY

Education

TOOLS

Document Management

PLATFORMS

Client: Mac and Web

Server: Mac

Firebird Database

Fujitsu Scanner

CLIENT'S NOTES

“The MEOC’s mission of serving adults seeking higher education requires both optimum customer service and ability to meet highly specific federal reporting requirements. Optix has helped the MEOC advance these goals by allowing efficient access to information across multiple locations.”



Optix by MindWrap

540.347.2552

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Case Study

Improving Complex Processes While Meeting Strict DOE Requirements



The Maine Educational Opportunity Center (MEOC) is a federal education initiative established to promote access to post-secondary education for traditionally underrepresented adult populations within Maine.

Issue

As part of their commitment to assist any adult seeking to re-enter a formal education setting, MEOC was required to support eight field offices and to follow specific tracking and verification processes established by the US Department of Education (DOE). These complex mandates required the extensive and costly copying and mailing of paperwork to the multiple sites, resulting in a slow moving process and poor customer service.

Solution

The MEOC selected Optix Imaging and Optix Web to support these important initiatives while adhering to DOE standards. The implementation needed to be quick and include comprehensive, hands-on user training to ensure understanding across all locations.

Outcome

Once Optix implementation was complete, the MEOC saw the elimination of the cumbersome copying and mailing process with full access to all pertinent data by the home office and regional sites. For the first time, the MEOC was able to meet strict DOE reporting and auditing requirements in a timely manner and improve customer service.