COMPANY

San José Unified School District

INDUSTRY

Education

TOOLS

Document Management Workflow Automation

PLATFORMS

Client: Mac and Windows Server: Linux Oracle Database

CLIENT'S NOTES

"Optix has dramatically improved our cross-departmental candidate-to-hire processing. With Optix information flows easily through our HR, accounting, budget, and payroll departments, which has streamlined management of employee records. Optix is a remarkable product."

Case Study

How a Major School District Improved Cross-Departmental Collaboration

San José Unified School District (SJUSD) is a large urban school district serving over 30,000 students and employing over 3,000 teachers, administrators, and other staff. SJUSD's vision is "preparing today's students to be the thinkers, leaders, and creators of tomorrow."

Issue

Because of the size of their school district, SJUSD relies on an intense hiring process involving over 800 applications each year with paper files and manual routing from department to department. Lost paperwork in a multistep hiring process led to hiring delays, new employees not receiving paychecks on time, and poor customer satisfaction. As a result, SJUSD sought a sophisticated document management system to ease this process.

Solution

As a predominantly Macintosh environment, SJUSD connected with Optix due to its superior cross-platform support. Shortly after implementation, SJUSD realized that Optix could provide much more than its initial intended use by digitizing active employee records. Further, the Optix Workflow could drive improvements by automating the interactions between departments in the hiring process.

Outcome

Optix document imaging, management, and workflow radically transformed SJUSD's paper-burdened personnel operations. Now, scanning the candidate selection form is the first step in a fully automated, fully traceable process that allows effortless status checks on each and every file. Plus, with Optix Workflow's automated routing and tracking, they experience far fewer errors and impediments in their hiring process.

As an added benefit, Optix has helped mitigate the need for additional office space to accommodate SJUSD's growing HR department. Instead of taking up over 1,700 square feet with paper filing cabinets, SJUSD now manages all records for active employees digitally.