



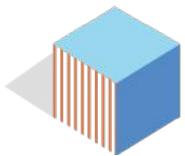
THE UNIVERSITY of
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Ole Miss Modernizes Content Management with docuflow for SAP





docuflow will save the university \$750,000–\$1 million over the next five years.



INTRODUCTION

While big research universities are good at producing graduates, they're also good at producing content, and a lot of it. The University of Mississippi, better known as Ole Miss, fits the mold. With more than 18,000 students and about 2,000 faculty and academic staff, the university produces about 1,000 documents each day on average, including student work, faculty research and administrative paperwork.

In addition, the university uses SAP as its enterprise resource planning (ERP) software, which runs the entire campus, including five regional campuses. SAP generates its own content associated with business operations such as finance, HR, procurement and building maintenance. Ole Miss was the North American Pilot Site for SAP's student

information system, Student Lifecycle Management, which generates important content about each student.

Faculty, staff, and students can submit and access content through the myOleMiss portal. The portal interacts with SAP to store and retrieve documents and other files in Box, the university's content management system. For example, when a student applies to Ole Miss, the application information is converted to a PDF and stored in Box and is immediately available through the traditional SAP user interface and the myOleMiss portal. Ole Miss uses a similar model for just about every piece of content generated through its many online systems.



MODERNIZING CONTENT MANAGEMENT



Ole Miss began its content management journey in 2004 when it implemented a digital imaging program to help alleviate a growing file room crunch due to the growth of paper documents. The scanned files were stored in a commercial document management system run from the university's data center.

While the application worked well for Ole Miss for more than a decade, the university's priorities have shifted. **In general, Ole Miss would like to reduce its data center footprint by moving files and workloads to the cloud.** More specifically related to content management, it wanted easier access to archived files, faster backups, and lower-cost storage, particularly for its millions of small image files. Al Ling, Director of Business Applications and ERP Support at Ole Miss, says, **"We were spending a tremendous amount of money on storage for those image files, and it took about 24 hours for our backups to complete."**

As an older technology, its legacy content management system lacked modern collaboration features, which has become a big priority for Ole Miss in recent years. So, the university selected Box as its content collaboration platform to run in parallel with its on-premises content system.

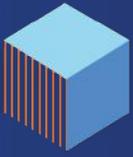
Box has nearly everything the university needs in a content management platform, including the ability to manage compliance with HIPAA, a US federal law that governs the privacy and security of Personal

Health Information and FERPA, a privacy legislation that governs data held by U.S. educational institutions. Box also includes a robust Application Programming Interface (API), which enables the university's IT staff to continue to integrate with and modernize its business applications. In addition, Ling says Box makes it easier to access archived content and run backups in the cloud rather than the Ole Miss data center.

With the contract for its legacy system ending, Ling says, "We wanted to figure out a way to put all our content into Box and let Box handle the storage and backups, which would be a win for us."

Chris Provence, Associate Director of Business Applications and ERP Support at Ole Miss, says, **"We wanted to better leverage our investment in Box and not have two different content systems where our content was totally disconnected.** Is it on-premises? Is it in the cloud? We didn't know. If we could find a solution to integrate SAP with Box, we could save money on storage, and in the end, have an even better content management solution than we had in the past."

Through an online search, **Ole Miss found VersaFile, a leading provider of business automation and content management solutions,** and its docuflow for SAP platform, which checked the final box for Ole Miss: tight integration with SAP and automated tools to migrate content into Box.



INTEGRATING BOX WITH SAP TO CONSOLIDATE PLATFORMS

Ole Miss used docuflow to migrate upwards of 3 million documents from its legacy platform to Box and did it fast—45 days ahead of schedule. Provence says it was a relatively smooth process. "The docuflow API is so robust and airtight that it fit just about every single need. We don't have to know the Box API at all. The VersaFile API takes care of all the integration with SAP, and VersaFile gives our SAP developers a tool set that they can pick up and run with to do any custom app work that's needed."

However, in the few cases when the VersaFile API didn't meet every need, **Provence says he reached out to VersaFile. "They give us a high-quality solution every time,"** he says. Ling adds, "It was always within about 24 to 36 hours where we had a solution and were able to run with it and continue on with what we were doing."

For example, Ole Miss had an issue where certain SAP transactions wanted to use the SAP content server technology. Provence says, "VersaFile had a content server technology that was new, and we were able to move over to that and it met our needs."

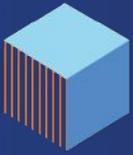
Ole Miss also needed to do some custom processing on documents during the migration. Provence says, **"VersaFile was there to support us in adding some of our own code."**

A key capability of docuflow is the bidirectional flow of metadata between SAP and Box, which is critical to ensuring information such as student numbers, get assigned to documents in Box, enabling the ability to search for content across the university's student systems.

The flexibility of docuflow has also been a big benefit to Ole Miss. Provence says, "docuflow has some built-in programs, configurations and other capabilities. But we love the API, so if we need a custom solution, we can just go out there and integrate it."

Ole Miss runs a lean IT shop of only about 100 professionals, so docuflow's ease of use is important. Provence says, "With such a lean staff, we needed something that was very easy and very quick to learn and not have to devote much time to it, because we have a lot to do every day."

Ole Miss users love docuflow too. Provence says, "We've had some very positive feedback from departments who love the docuflow DocManager, especially being able to store documents directly from the drag-and-drop interface."



ENTERPRISE-GRADE RESULTS AT A LOWER COST

docuflow has enabled Ole Miss to consolidate all its content into Box and decommission its legacy platform, which will save the university \$750,000–\$1 million over the next five years in licensing, storage, and backup costs.

docuflow also helps the university handle its high volume of document creation and retrieval. On average, the system now stores about 20,000 new documents per month and users have retrieved about 33,000 per month.

But for a lean, busy IT shop, perhaps the biggest benefit is trouble-free operations. Ling says, "It just works, which is what we wanted."

The relationship with VersaFile was also trouble free from the start. Ling says, "Within about 45 minutes of our first call, I knew this is who we

wanted to work with. It's been a little over a year since we've been live with docuflow and we've absolutely enjoyed the partnership. We couldn't be more pleased with the outcome. If all our partners were as awesome as VersaFile we would get a lot more done! In every sense, the people at VersaFile are absolute rock stars."

Next steps for Ole Miss include using docuflow to drive future process efficiencies, such as automating complex invoicing and procurement processes, which are currently done manually. The goal is to help university departments manage higher volumes of purchase requisitions and invoices in much less time so they can focus on other duties.

Ling concludes, "With docuflow, we're in a fantastic position and we couldn't have done it without the team from VersaFile."

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- Al Ling, Director of Business Applications and ERP Support at Ole Miss





ABOUT VERSAFILE®

VersaFile (an RKO company) have been implementing custom content, process, and automation solutions for enterprise organizations for over 15 years. Our extensive experience with legacy ECM and RM solutions, as well as today's intelligent cloud content services has allowed us to see what client's need repeatedly, enabling us to offer pre-packaged solutions that will get you up and running more quickly and affordably than a typical custom implementation.

To learn more about how a content services strategy can help you manage and protect valuable data, book a consultation with VersaFile today.

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versafile.com | info@versafile.com | +1.778.383.1850