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# University of Maryland, College of Agriculture and Natural Resources— Growing a “Less Paper, No Limits” Office with **Xerox**



Smart Companies Find Better Ways to do Great Work

## Client Profile



The College of Agriculture and Natural Resources at the University of Maryland is a leading academic and research institution in the fields of agriculture, food systems and the environment. Mandated by the US Department of Agriculture through a unique land grant program, the College offers a variety of academic programs that apply science, management, design and engineering to help improve local communities around the world.

The College's 350 faculty teach not only at the main College Park campus, but also across the entire state of Maryland and the globe,

from Russia to South America. Their impact is felt statewide through the Maryland Cooperative Extension, a 23-county and Baltimore City community outreach program, and through the Maryland Agricultural Experiment Station, the College's state-of-the-art research division.

On a global level, the College partners with public and private international organizations to help solve some of the major issues facing the planet –developing scientifically-based land use practices and policies that can feed the world while protecting the environment.

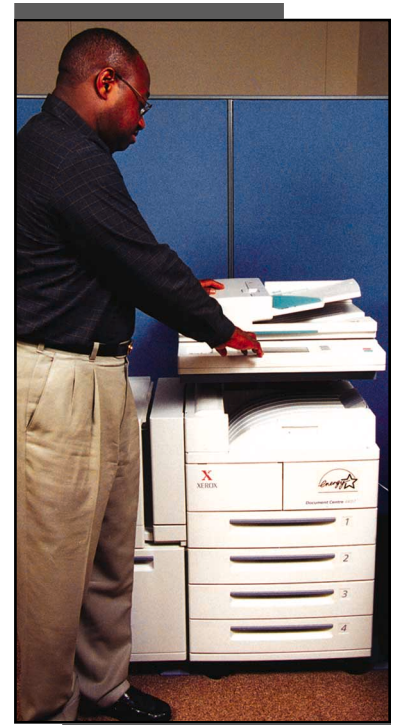
Norman Pruitt, Director  
Office of Human Resources  
Management  
College of Agriculture and  
Natural Resources

*“Space is always a premium at a college. I’d need an extra room and a new person just to store, retrieve, and copy all the documents we have to keep and track.”*

## The Challenge

Norman Pruitt oversees the human resource and administrative needs for over 1,200 people at the College, including legal, medical and personnel issues for faculty and staff who are often traveling or teaching abroad. “In our business, you get carbon copied on everything,” he explains. “We do about 400 contracts with individuals every year, and run from 75-90 job searches at any given time – not just resumes and cover letters, but vitae, transcripts – 20-30 pages of information per person!”

Office desks and filing cabinets were overflowing with paper, says Pruitt. “You couldn’t find anything.” Meanwhile Search Committee members – often located miles from each other – needed to be constantly supplied with resumes and applicant documents, costing the department thousands of dollars in copying and shipping fees. When the USDA asked the HR department to start saving and tracking all their academic search documents, Pruitt and his Deans realized it was time for a fundamental and far-reaching change in their business processes. “Everyone says they want to go paperless,” says Pruitt. “But because of the audit, we had to. And quickly.”



# Xerox Document Centre®

## Customer Success Story

### The Solution

Human Resources Accounting Associate Carla Laughery began her own search, meeting in the fall of 1999 with various mainframe and outsource vendors. "A lot of vendors had the software but not the hardware -- they wouldn't go together," she recalls. "But Xerox representative Mary Warthman understood what we really wanted to accomplish as a business process and the magnitude of what we had, the volume of papers and documents. She matched us up with products that work together as a system -- a system so unique that we identified Xerox as the sole vendor that could help us out."

The College installed a Xerox Document Centre 440 networked multifunction system, DocuShare -- Xerox Document Repository Software, and FlowPort -- Xerox Image Routing Software.

DocuShare's web-based, user-managed solution offers the College a central online repository for information to be stored, accessed and distributed, while FlowPort provides an easy mechanism for automatically routing scanned paper documents to pre-specified email addresses, fax machines, or DocuShare collections -- without using a PC.

"The software was as important to us as the backend copier/scanner," says Laughery. "And Xerox backed it up with an excellent multifunction system. The Document Centre 440 not only serves our scanning needs, but it has also replaced another vendor's copying machine -- allowing us to reallocate \$350-\$400 a month in savings to our new Xerox Document Centre."

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### The Results

An early pilot test with a search committee provided immediate positive feedback. As the resumes, reference letters and transcripts from 40-plus job applicants began to pour in, the HR office staff used the Document Centre 440 and FlowPort to immediately scan them to their DocuShare site. DocuShare's email subscription service automatically notified committee members that new information was posted. "Extension faculty travel a lot because their job is to be out in the community," says Pruitt. "But because I can send this paperwork out in advance to them, they don't have to meet in person to go over the materials. They can read the resumes wherever they are in the world, whenever they want. It saves a lot of time and money -- almost \$1200 on UPS and copying charges in one committee alone. And they love it."

"The Xerox solution has also been a big time saver in terms of not interrupting other people's work," says Laughery. "And I don't know how you put a price on time." Pruitt concurs, "We have all the information right

at our computer, and we can look it up ourselves. Remote access and document storage and retrieval have saved the day for us."

"We have about a hundred searches now stored through our system -- about 20,000 pieces of paper," Pruitt adds. "Compared to the cost of copying that, storing it and having an individual attempting to find it when we need access to it, we estimate we saved a full-time clerical position just to keep track of it all."

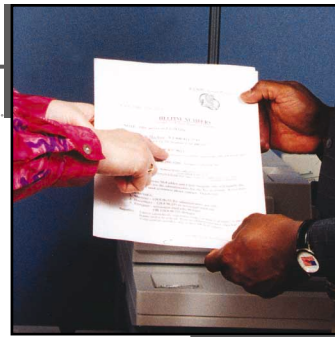
Pruitt and Laughery estimate that they have reduced filing and storage space by 80%, overnight and copying charges by 60% and staff time costs by nearly \$20,000 as a result of implementing the Xerox solution.

*"We weren't just buying a copier -- we wanted a complete business solution first."*

Carla Laughery, Accounting Associate

Office of Human Resources Management

College of Agriculture and Natural Resources



# Xerox Document Centre®

Xerox is leading the way to better work in offices everywhere.

For more information or to schedule an appointment with a Xerox Sales Representative, call 1-800-ASK-XEROX or visit us at [www.xerox.com](http://www.xerox.com)

## Summary

Xerox's Document Centre/DocuShare/FlowPort business solution has made the nearly paperless office a reality for the Human Resources department. Pruitt says they have totally changed the way they do business and reduced operating costs dramatically. "Xerox has also been outstanding in working with our IT people to secure our server, so we can put critical confidential information on our server. Soon we will not have traditional personnel files. Our file cabinets will be gone. We obviously have a lot of trust and confidence in Xerox in order to take us there."

Helping people find better ways to do great work is a goal at Xerox. Supporting inspiring and ambitious plans, like those at the University of Maryland College Park College of Agriculture and Natural Resources, is exactly what we're in business to do.



Xerox Document Centre 440

DocuShare – Xerox Document Repository Software

FlowPort – Xerox Image Routing Software

XEROX

**DocuShare®**  
knowledge sharing software

*FlowPort™*  
Paper that knows where it's going.



**XEROX**

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