

Xchange Network

case study

University of Denver

Daryl Weitz, Alumni Administrator

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From Concept...

The University of Denver's Alumni Administrator, Daryl Weitz, admits that the road to improving process efficiency in his department has been bumpy. With a stand-alone Microsoft® Outlook® system in place, employees have always had the benefit of advanced calendaring and scheduling features. However, because the system did not automatically support data sharing across desktops, scheduling events and meetings often proved tedious.

"The old way was so cumbersome. To send a meeting request to a group, employees first had to set up permissions on each individual's computer. Then, the system generated notification emails, scanned and synched individual calendars, and finally sent another round of confirmation emails," explained Weitz. "The process caused a great deal of email traffic and confusion."

With more than 80 people on staff, Weitz realized the need for a system that could simplify group collaboration and increase productivity. After researching other alternatives, XC Connect emerged as the logical choice.

To Solution...

To solve the department's lack-of-collaboration issue, Weitz identified XC Connect as a quick and cost-effective solution. According to Weitz, the key issue was time. "We didn't have the time to transition the entire department to a whole new server environment. We needed a solution that opened the doors to group collaboration, but would not cause a major disruption in operations."

XC Connect met the department's needs. So simple to install, the department was up and running within a day—and there was no need for professional technical support. "Installation was incredibly easy and fast, and maintaining it is a breeze. Updates are received online. All we have to do is click the link provided and updates install automatically."

Additionally, because XC Connect is invisible to the end user, employees could immediately enjoy group collaboration features, set within the same familiar Outlook interface. On the surface, nothing had changed, so there was no learning curve. "After we installed XC Connect, it pretty much took off on its own. It was so much easier than the old way that our staff didn't need special instructions, so there was also an increase in employee trust towards electronic scheduling," said Weitz.

Reduction in paper has also been a recognized benefit since implementing XC Connect. Because data is shared across desktops, employees are reverting to electronic calendars and task lists, instead of printing paper copies every day. "In a paper-crazed environment, it is wonderful to see staff slowly transition to digital," said Weitz. "XC Connect opened the door for us to do that and has really taken a bite out of a very paper-minded culture."

The transition to seamless and open group collaboration has offered numerous benefits within the department. Weitz acknowledges a marked improvement in productivity and process efficiency, as well as a progressive transition to a paperless environment. "It's amazing how fast productivity can increase by simply opening the door to collaboration," said Weitz.

Company Profile:

Organization:
University of Denver (DU),
Alumni Relations Dept.

of Employees: 80+

Description: DU offers a wide array of quality degree programs in arts and humanities, social and natural sciences, and business management, as well as advanced degrees in international studies, social work, psychology, education, and law.

Product: XC Connect™