



## IKON Case Study

# Corpus Christi Independent School District

### Tops the Honor Roll with Smart Workflow Solutions

Based in Texas, the Corpus Christi Independent School District (CCISD) strives to graduate lifelong learners who are prepared to continue their education, enter the world of work, and be productive citizens. Established in 1909, the district serves 39,200 students across a remarkable 62 campuses and has a permanent staff of nearly 5,000 employees.

#### CHALLENGE

Like any government-funded organization, Corpus Christi Independent School District must keep a close eye on costs while working to modernize the district's core processes and the IT systems that support them. Several years ago, management discovered a dire need for an electronic purchase order solution. At the time, the district found dozens of vendors providing e-solutions in the education sector, but few that had relevant experience. Cautious to not choose the wrong solution or vendor, CCISD started a plan for finding the right solution.

The traditional purchase order process at CCISD required printing a five-sheet multi-part form that was manually separated and distributed to suppliers via mail and to relevant internal departments via interoffice post. Although CCISD had already digitized the requisition process, in which user requests and management approvals were completed electronically, the purchasing process lacked the software to interface with the main system and efficiently produce an e-purchase order. CCISD's Director for Purchasing and Distribution, Ricardo Rodriguez, initially estimated that the district faced \$60,000 in customized programming costs to properly integrate the two systems.

"The private sector digitized the purchase order process years ago, but the government world faces significant challenges in updating these systems," said Rodriguez. "Dealing with antiquated equipment and trying to merge old software requires extensive programming, and it looked like it would be prohibitively expensive to solve our problem and revamp a sorely inefficient process."

#### SOLUTION

Having previously partnered with IKON to implement a high-speed digital copier network, CCISD turned to the company for the e-purchasing solution, hoping to utilize their new digital printing assets. After a detailed assessment of the current process, IKON recommended deploying a variable-content document production and distribution solution to integrate the requisition and purchasing systems, resulting in PDF-formatted purchase orders that could be distributed to relevant parties via lower-cost mechanisms like fax and e-mail.

#### CHALLENGE

- Laborious paper-based purchase order system was slow, inefficient and outdated
- Missing purchase orders resulted in an estimated \$300,000 in cancelled requisitions annually
- Lack of e-purchasing solution vendors for education sector
- Cost-prohibitive customized programming to integrate purchasing systems

#### SOLUTION

- Integrated software solution bridging electronic channels for purchase order submission, delivery and archiving
- Variable content document production and distribution solution
- PDF-formatted purchase orders for delivery via fax and e-mail
- Leveraged digital printing assets to speed payment process

#### RESULTS

- Completely digital purchasing and requisition system streamlines workflow, reduces overhead costs and speeds deliveries
- Reduced delivery of teacher supplies from 20 to five working days
- Sixty percent in annual cost savings
- Reliable electronic supplier management system





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The new system streamlined CCISD’s workflow dramatically and met their specific goals for utilizing fax and e-mail systems for purchase order delivery, speeding the print process by leveraging high-speed digital printers, and creating further opportunities for integration with document and content management systems.

“What’s most compelling about the solution IKON developed is its simple practicality,” said Rodriguez. “IKON was able to take our ideal solution and pull in the necessary pieces to create a new system that perfectly meets our unique needs and, more importantly, solves our problem.”

### RESULTS

Today CCISD is enjoying the benefits of an integrated requisition and purchasing process that maximizes speed and efficiency and minimizes the margin for error. Using the new system, purchase orders are quickly and cost-effectively delivered to suppliers, erasing the previous risks in using postal mail, which often resulted in lost purchase orders. Rodriguez recalls, “I can’t tell you how many times the vendor didn’t get the purchase order before.”

This shift has greatly improved the response time on orders and, in turn, CCISD’s ability to deliver resources and materials to teachers and employees. Today, shipments arrive at their docks within five days of sending the purchase order by e-mail. Previously, that process took 20 working days. The solution also streamlines the way CCISD manages supplier details like address and fax number.

Previously, the district estimated that nearly \$300,000 a year in cancelled requisitions were absorbed because the supplier never received the purchase order. At the time, the staff simply did not exist to confirm delivery of each order. Now, changes in critical details are captured via e-mail, ensuring that CCISD has the most up-to-date information stored in their systems. Modifications to submitted orders are also managed smoothly and easily incorporated into the workflow.

When compared with the former purchase order process, CCISD estimates more than 60 percent in annual cost savings, not to mention the space conserved by eliminating 47 cases of purchase forms. But, according to Rodriguez, the cost reductions are just an added benefit compared to the peace of mind that comes from knowing purchase orders are reaching the right people quickly and efficiently. “Numerous districts have contacted us to find out how we did this. The value of IKON’s ability to understand our requirements and implement practical solutions is clear to all,” he says.

As the implementation was designed with future workflow improvements in mind, CCISD and IKON are completing yet another rollout, this time implementing an electronic document management system. CCISD recently faced shrinking storage space and a dramatic increase in the amount of data in its system, and IKON once again created a solution that derives maximum value from CCISD’s assets to streamline records management.