



# WHO WE'VE WORKED WITH



Case Study

# Dublin Business School

Digitisation of Legacy Records



# Customer Background

With over 9,000 students, Dublin Business School (DBS) is Ireland's leading independent third level institution and provider of education. DBS provides a comprehensive range of full-time and part-time Undergraduate, Postgraduate, Evening Degree, Evening diploma, and Professional Accountancy and Executive Education programmes. Established in 1975, DBS quickly earned a reputation for teaching quality and standards, offering flexible and innovative learning opportunities that reflect and match the needs of students, adult learners and employers.

With city centre campuses on Aungier Street and South Georges St, DBS has prime locations to accommodate flexibility in the delivery of their training programme

DBS was acquired by Kaplan Inc. in 2003. Kaplan Inc. is the education division of the Washington Post Company with over 70 years' experience in education, serving more than one million students a year in over 600 locations in 37 countries.



# Scanning, Data Capture and Indexing Services

## Customer Situation

Dublin Business School was looking to digitise a series of internal exam related files, some of which were nearly 15 years old. The files encompassed exam packs, exam transcripts letters and exam board reports, all containing information including the student's name, date of birth, examinations sat and degrees awarded.

The records varied considerably, largely due to different record-keeping practices and naming conventions used by different teams over the years. This presented DBS with a number of challenges including retrieving and accessing the correct records when and as needed.

Furthermore, the risk of misfiling individual data sheets after use into the incorrect folder became a major challenge for staff to manage, together with the physical storage of the records as DBS continued to acquire more students.

With the aim of fulfilling these requirements, DBS sought a scanning and capture partner to help digitise all of their exam files and eliminating the uncertainty of their current, less reliant way of accessing physical files.

*“The time wasted searching through legacy records in hardcopy, exacerbated by the uncertainty about what records were available, highlighted how essential the need for digital records had become.”*

Darragh Breathnach, Head of Academic Operations, DBS



# Solution

## How it works

DBS approached Kefron seeking advice and support in providing a scanning solution that would enable them to fulfil this project.

Kefron had been working with DBS as their document storage partner for a number of years prior to begin the digitisation project.

The spectrum of quality, condition and page content meant that steady state quality baseline output was a prerequisite to ensure buy-in on the DBS side.

The live nature of the information needed to be taken into consideration. For this reason Kefron facilitated access to the files through defined and pre-agreed communication channels throughout the project.






The project started with DBS staff accurately labeling storage boxes provided by Kefron. The labeling system allowed Kefron to track the box throughout the conversion process and maintain an audit trail for chain of custody and record governance purposes.

The boxes were collected in accordance with a jointly agreed schedule provided by Kefron operations, and transported to Kefron's facilities in Park West.

Specialist technicians were allocated to carry out the project to ensure all individual files within the boxes were prepped and digitised as specified by DBS by file type. Any exceptions were tracked, recorded and reported back to the client immediately.

All digitised exam related files were made available and securely transferred by Secure File Transfer Protocol (SFTP) directly to DBS' Shared Drive within the jointly agreed schedule.

Kefron's internal capture and scanning processes are ISO 15489 compliant and are in accordance with the production of BIP 0008 code of practice and image industry standards.



On completion of scanning, the converted hardcopy pages were securely reassembled into their original condition, order, and placed back into their archive box for transfer to a temporary holding area at Kefron's storage facility, ready for secure final disposal via shredding. Shredding began only after the DBS project contact authorised and signed all destruction work orders.

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*For me the pain that stuck out most was the delay in the users accessing information from verifiable sources. The single pane of glass Kefron facilitated meant more productive teams within DBS focusing on education and facilitating their student based requests.*

*Key aspects of the service therefore were the indexing and image accuracy in terms of best representing the original hardcopy.”*

Stephen Mackey, Senior IM Consultant, Kefron



# Benefits

The digitisation of legacy exam records has freed up physical space in the office, improved accessibility for staff in completing verifications, even when working remotely, saved them a huge amount of time and greatly improved customer support queries response times.

*"Working with Kefron during this project has been all round a positive experience. The mechanism of sorting and organising files to share with them was clear, their collections were quick, and the support in retrieving digital files was quick too", states Darragh Breathnach, Head of Academic Operations, DBS*

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*Checks against records could previously take anywhere between 10 minutes to over a week.*

*Now they take minutes rather than up to a week.”*

*Darragh Breathnach, Head of Academic Operations, Dublin Business School*





*Kefron are The Document &  
Information Management  
People.*

We can make a real difference to your  
business. **This is what drives us.**



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