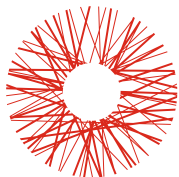




ROI CASE STUDY

PROGRAM: CONTENT MANAGEMENT & COLLABORATION

DOCUMENT NUMBER: U96 JULY 2020



NUCLEUS
RESEARCH

ROI: 220%

Payback: 3.6 Months

INFORMATION

UNIVERSITY OF SYDNEY

ANALYST

Evelyn McMullen

THE BOTTOM LINE

The University of Sydney implemented Information products with Micro Focus Content Manager to replace its existing, insufficient case management process and simplify the submittal of requests, complaints, and reports for its student and staff population of more than 80,000 users. Over the course of deployment, the university achieved cost savings of approximately 500,000 AUD in avoided implementation fees by leveraging an existing solution and was able to automate 80 percent of case management processes, resulting in increased staff productivity. The university realized a 220 percent ROI and recovered its initial investment less than 4 months after deployment.

THE COMPANY

Founded in 1852, the University Sydney is a public research university in Australia. The organization offers more than 400 areas of study and has more than 70,000 students, 8,000 staff, and 350,000 alumni across more than 170 countries.

THE CHALLENGE

In 2015, the university was identified as one of many Australian institutions with widespread instances of student cheating on essays and online exams. This led to extensive media coverage and subsequent pressure by the Australian Independent Commission Against Corruption (ICAC) which pushed leaders of the university to re-assess their legacy system for case management. The previous process was fully manual and included tasks such as creating files and printing, with one case type having seven different ways to be processed. This led to bottlenecks that caused only about 50 percent of cases, such as reports, to be maintained. The case management process leveraged by the university was insufficient in maintaining and managing cases, leaving the organization vulnerable to cheating, and in turn, public scrutiny.

**Cost : Benefit
Ratio** | **1 : 6.0**

THE STRATEGY

Leaders of the university responded to the need for optimized case management by looking at several case management solutions. However, the cost to implement a brand-new solution at the scale required was estimated to cost approximately 500,000 AUD. Leaders then found that their existing Micro Focus Content Manager could be leveraged to build a new records-based case management solution. However, the Micro Focus platform alone was lacking the ability to deal with different issues across the organization, including staff, central, and legal departments. The university needed a way to leverage helpful capabilities within Micro Focus Content Manager while enabling it to reach more users within the university. The university sought the help of Informotion, a Micro Focus Gold Partner, to deploy the Fusion Integration Engine, along with the vendor's workflow portal, custom developed web forms and dashboards. Additional software deployed include Ezescan and InMailX which streamline data capture and send.

The timeframe for the deployment spans approximately four years, beginning in 2015. The new records-based case management system built on the Micro Focus Content Manager impacted all departments within the university. Each system took an average of approximately 51 hours to build, leveraging a team of two project staff and one support staff member per system. The most time-consuming element of the process was the facilitation of policy procedures and making sure that departments were on the same page regarding the application of university-wide policy. The physical build of each system was completed by Informotion consultants and took about 3 business days. Finally, training materials for users, such as a training menu, video clips, and test scripts were made by University's project team and integrated with the system, accounting for an extra 2 hours spent building each system.

TYPES OF BENEFITS

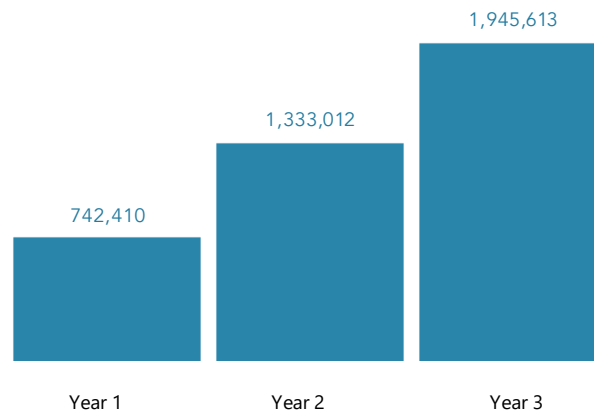


KEY BENEFIT AREAS

Key benefit areas seen as a result of the deployment of Informotion products in the organization's content management solution include avoided maintenance, avoided implementation costs, and productivity gains.

- **Avoided Maintenance.** The university achieved savings of 250,000 AUD that would have previously been spent maintaining its legacy process for case management.
- **Avoided Implementation Costs.** Rather than choosing to implement a brand-new solution, the university decided to maximize its existing investment in Micro Focus Content Manager to build out its case management system. By leveraging the content management solution, the university avoided implementation costs of more than 500,000 AUD.
- **Increased Productivity.** By automating 80 percent of all processes through the solution, administrative and academic staff were better able to identify bottlenecks in the system and increase productivity. Nucleus found that the university experienced an approximate 390 percent increase in cases processed by the system from 2015 to 2019. Additionally, in some departments, decision making time per case was reduced by 60 percent.

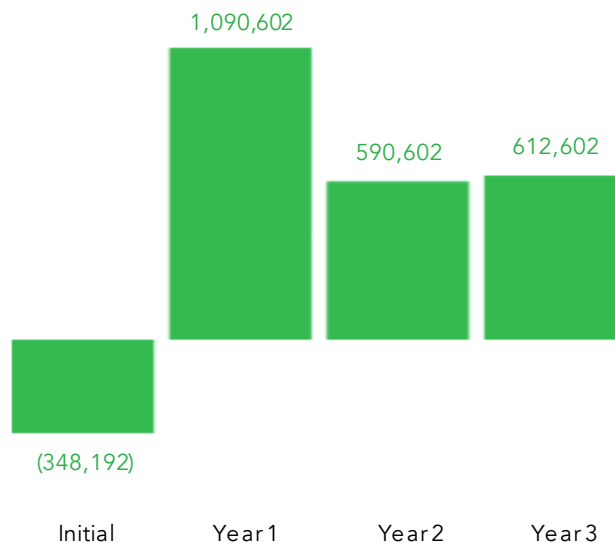
CUMULATIVE NET BENEFIT



KEY COST AREAS

The largest cost area of the University of Sydney's integration of Information products with its Micro Focus Content Manager was the personnel and consulting cost to build the new systems, accounting for a majority of the total project cost. Other costs over the 3-year analysis period include software maintenance fees for the Ezescan and InMailx solutions used with the system.

NET CASH FLOWS



LESSONS LEARNED

When deploying a solution on a large scale, such as within departments or across different locations, it is critical for organizations to be realistic about timing. The four-year window of the Information project allowed the project and support teams to properly assess needs and ensure departmental compliance under a single code of policies. Without taking the time to articulate regulations and conduct training through the system, the university would have had difficulty maintaining a unified process and be left vulnerable to the same controversies it was trying to rectify.

CALCULATING THE ROI

Nucleus Research analyzed the costs of software, hardware, personnel, professional services, and user training over a three-year period to quantify the University of Sydney's total investment in Information technology, along with auxiliary solutions to be built into the Micro Focus Content Manager. All of the costs and the benefits associated for the project were calculated in Australian Dollars (AUD). Indirect benefits quantified include the time savings for staff from automating a majority of the case management process. The indirect benefit is multiplied by a correction factor to account for the inefficient transfer of time between time saved and additional time spent working. Benefits not quantified include a 60 percent reduction in decision-making time and increased compliance.

FINANCIAL ANALYSIS

Information - University of Sydney

Annual ROI: 220%

Payback period: 0.3 years

BENEFITS	Pre-start	Year 1	Year 2	Year 3
Direct	0	750,000	250,000	250,000
Indirect	0	362,602	362,602	362,602
Total per period	0	1,112,602	612,602	612,602

COSTS - CAPITALIZED ASSETS	Pre-start	Year 1	Year 2	Year 3
Software	0	0	0	0
Hardware	0	0	0	0
Project consulting and personnel	0	0	0	0
Total per period	0	0	0	0

COSTS - DEPRECIATION	Pre-start	Year 1	Year 2	Year 3
Software	0	0	0	0
Hardware	0	0	0	0
Project consulting and personnel	0	0	0	0
Total per period	0	0	0	0

COSTS - EXPENSED	Pre-start	Year 1	Year 2	Year 3
Software	22,000	22,000	22,000	0
Hardware	0	0	0	0
Consulting	168,300	0	0	0
Personnel	151,933	0	0	0
Training	5,958	0	0	0
Other	0	0	0	0
Total per period	348,192	22,000	22,000	0

FINANCIAL ANALYSIS	Results	Year 1	Year 2	Year 3
All government taxes	45%			
Cost of capital	7.0%			
Net cash flow before taxes	(348,192)	1,090,602	590,602	612,602
Net cash flow after taxes	(191,505)	599,831	324,831	336,931
Annual ROI - direct and indirect benefits				220%
Annual ROI - direct benefits only				115%
Net Present Value (NPV)				927,840
Payback period				0.3 years
Average Annual Cost of Ownership				130,731
3-Year IRR				272%

All calculations are based on Nucleus Research's independent analysis of the expected costs and benefits associated with the solution.