



## Customer Success Story:

# New Trier Township High School

### Overview

New Trier Township High School is a comprehensive four-year high school with two campuses in Northfield and Winnetka, Illinois, along the Lake Michigan shore approximately 16 miles North of Chicago. New Trier serves Chicago's North Shore suburban communities of Glencoe, Kenilworth, Northfield, Wilmette, Winnetka and portions of Glenview and Northbrook – communities that reflect a tradition of support for academic and cultural achievement.

### Challenge

New Trier is a very large school system and with two separate campuses housing over 4,000 students, many of its internal processes had become inefficient and unreliable. The school was managing its processes using paper forms that were passed around through multiple departments for approval. Often times, forms were lost and employees lacked visibility into important status information. Some of its processes were also hindered by missing information, or bottlenecked on someone's desk waiting for approval.

In order to help meet its goal of driving efficiency into various internal processes while staying within a tight school system budget, New Trier turned to Business Process Management (BPM) technology from Metastorm.

### Solution

New Trier turned to Metastorm and its consulting partner Infiniron to automate various internal processes using its BPM platform. Metastorm BPM is now being used by the school's support staff and faculty across both campuses for processes

## Highlights

## Education

### Processes Enabled:

- Student services
- Supply Requisitions
- Capital Expenditures

### Customer Benefits & Results:

- Greater efficiency
- Decreased approval times
- Reduction in errors associated with manual data entry
- Enabled better use of data and controlled access to the data

ranging from supply requisition to student services.

A few examples of processes deployed with Metastorm BPM are:


**Student Services Process** – this process is used to track and manage critical academic and counseling information for students. By linking Metastorm to an external database, the school can control access to confidential student data by only allowing relevant information to be accessed. Guidance counselors can view necessary information including learning and physical disablements and insert comments to manage and track student counseling sessions.

**Supply Requisition Process** – this process tracks all supply purchases for the school and was being managed manually using paper requisition forms. Paper-based forms were often lost and purchase requests would have to be re-submitted. Metastorm BPM has decreased turnaround times and provides greater collaboration among the requestor and accounts payable for receiving materials and paying invoices.

**Capital Expenditure Process** – this internal process manages the schools procedures for requesting Capital Expenditures. When a request is made for a capital expenditure, it is required to flow through all appropriate levels of approval. Using Metastorm BPM, the school has more visibility into capital expenditure requests, status tracking, and history of when requests are approved or denied.

**Employee Change Status Process** – this process is used to change data related to employee status. Metastorm helps the school ensure all necessary departments are notified and related tasks are completed.

**IT Access** – automating this process now enables the school to



manage all paperwork required to issue network passwords and connections, computer equipment, employee badges, telephone assignments, and other necessary access for either existing or terminated employees.

## Results

Since implementing Metastorm BPM, New Trier has realized a number of positive benefits for its various internal processes including greater efficiency, decreased approval times, and reduction in errors associated with manual data entry. Instead of manual paper-based processes, employees are now using electronic forms that enable better use of data, controlled access to the data, and less time retrieving information.

Using Metastorm, employees are now empowered with access to information to monitor each activity at any point in the process and ensure that work-in-process is accounted for and no longer lost or delayed.

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