

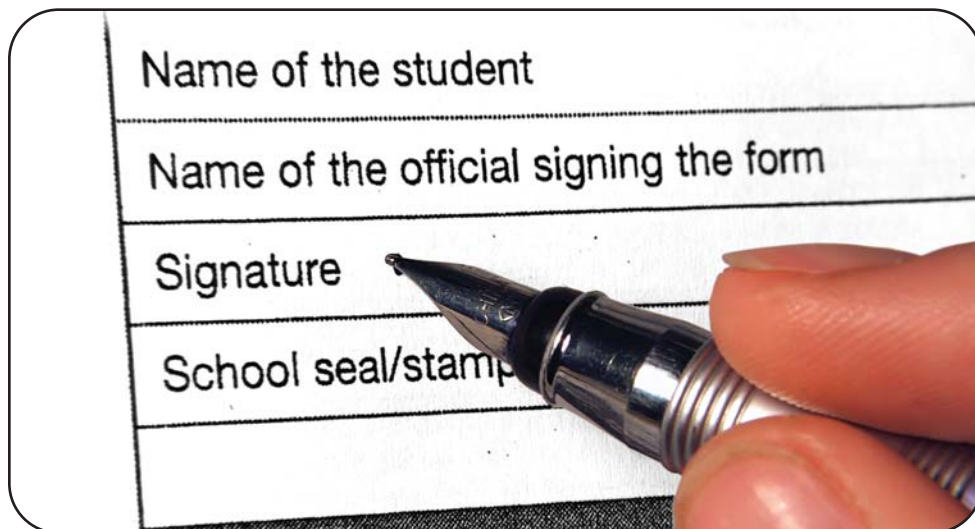
AccuRoute[®] A User's Perspective

eSped.com

Educational Software Provider Relies on Omtool's AccuRoute Solution to Streamline Document Sharing and Management

The Challenge/Need

- Efficiently share documents and simplify collaboration
- Keep pace with growing volume of regulated documents
- Track and monitor documents sent to parents/teachers
- Encrypt documents during transmission for security
- Reduce space requirements for filing and storage



The Solution

AccuRoute provided:

- MFP-based capture and routing of paper documents
- Simultaneous remote access by multiple users in multiple locations
- Automatic format conversion
- Secure, encrypted routing with return receipts for important e-mails

The Strategy

Headquartered in Andover, Mass., eSped is the developer of Web-based special education applications and services for parents, administrators, and educators. Using eSped solutions, users can quickly create, manage, route, and store the many documents associated with special education processes such as individual education plans (IEPs) – anytime, anywhere – to increase productivity and reduce costs. Today, eSped is the cornerstone of more than 500 school districts nationwide, supporting more than 200,000 special education students and 750,000 general education students.

Operating under strict state and federal regulatory frameworks, the management of a student's special-education needs is a document-intensive process. Each year, the typical special-education case generates 30-50 pages of confidential, regulated documents. Some cases involve as much as 100-150 pages annually, including IEPs, transition plans, progress reports, medical reports, assessments, evaluations from psychologists and other therapists, correspondence, and other student data

Avoid Privacy Concerns

“That’s a time-draining process that can result in missing and misplaced files, which limits the effectiveness of the team. This has led many districts to create secondary files in their own office locations. Those redundant files not only waste paper and time, they create privacy and security issues.”

George Dhionis
President, eSped.com

The Challenge

Approximately 10 percent of students in a typical school district are enrolled in special-education programs. That means in larger school districts, there can be hundreds or even thousands of active cases that teams of education experts must manage. What’s more, the archiving/retention requirements are significant – records must be retained for seven years after the student leaves the school system.

Productivity-Draining Paper

Facing all of these requirements, a growing number of school districts are turning to eSped to streamline the creation, management, routing, and storage of their special-education documents. According to George Dhionis, president of eSped, those districts are seeking greater flexibility, speed, and lower costs.

“These documents are typically stored in a single, central library,” he said, “But many different people need access at various times. Previously, that meant authorized users needed to physically go to the file room – and that could be across campus or across town – to formally document their review of the file and take possession of the documents. That’s a time-draining process that can result in missing and misplaced files, which limits the effectiveness of the team. This has led many districts to create secondary files in their own office locations. Those redundant files not only waste paper and time, they create privacy and security issues.”

AccuRoute Enables Easier Collaboration

Aiming to transform that process, eSped incorporated sophisticated document capture and routing features – based on Omtool’s AccuRoute platform – into its special-education-targeted solution. AccuRoute uses any network-enabled digital multi-function device (MFD) or scanner to capture, process, and distribute paper and electronic documents.

Using a coversheet containing barcoded routing instructions, a digital scanning device captures and transmits these instructions to the AccuRoute server. AccuRoute identifies the delivery specifications, processes the document, and delivers the content in the required formats to the eSped eArchives Manager, creating a comprehensive, searchable archive that is remotely accessible, 24/7.



“With AccuRoute, our clients can collaborate more easily,” said Dhionis. “They have the ability to quickly store an IEP – with electronic signatures – and fax or e-mail it to teachers, parents, or administrators. They can classify the documents as well to improve searchability. There’s no need for different offices to waste time and money creating and managing the secondary ‘convenience’ archives in their own locations.

“From a collaboration perspective, our clients can conveniently access these scanned, electronic documents remotely. So, if I’m home on Sunday night preparing for a meeting the next morning, I can remotely review all of the case documents from my computer. Or if I need to review or co-author a document, I can share it more easily with my colleagues.”

Those transmissions can be protected and secured by AccuRoute in two important ways. “We can request return receipts for our sensitive or important messages,” said Dhionis. “For instance, if the client has to send a report to the parents of a student, they want to verify the parents have viewed the document. AccuRoute can tell us who has viewed a document and when they did so. And those files are password-protected and encrypted on the AccuRoute server, so we have security and privacy concerns well-covered. AccuRoute helps us ensure our customers can document their compliance with disclosure requirements.”

Dhionis noted that the eSped/AccuRoute solution also eliminates a persistent challenge: missing files. “Many times, someone in the district might need a document and pull the file and bring it back to his office,” he said. “It might sit there for days or weeks. Meanwhile, someone else wants access to the same documents – but can’t get them because they’re gone from the primary filing location. With eSped, all authorized users can simultaneously look at and share documents. It streamlines the entire process and reduces the associated costs.”

A More Efficient Special Education Process

For the Lake Worth Independent School District in Texas, eSped has provided an invaluable automation platform for special education. “We’ve been an eSped customer for five years,” said Judy Moon, executive director of special services. “Today, we manage approximately 250 student cases and are much more efficient by using eSped – whether it’s for paper or electronic documents.

“For instance, when a psychiatrist or speech therapist writes a report, he can simply upload the Microsoft Word file and convert it into a searchable PDF –

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Capture Paper Efficiently

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President, eSped.com

there's no need to print and scan. But when we do receive paper documents – from transfer students or private medical practitioners, for instance – we can quickly scan those and add them to the eSped file.

“I like to joke that special education is single-handedly wiping out forests – but with eSped, we're dramatically reducing our paper consumption on campus. I have finite space for records storage and there are a lot of folders for us to store. We're trying to reduce our use of paper and reclaim space. eSped helps make that happen.

“By reducing the use of paper and efficiently capturing and electronically sharing its documents, eSped is making it easier for the Lake Worth ISD teams to create, manage, and share information.”

From eSped's perspective, AccuRoute has been the enabling foundation of these important functionalities. “eSped users now have the ability to reduce their use of paper, collaborate more easily and securely, and streamline the documents associated with the special education process,” said Dhionis. “AccuRoute has added tremendous value to eSped – value that our customers recognize and appreciate.”

About Omtool AccuRoute®

Omtool's flagship product, AccuRoute, is designed to be a enterprise-class, fully scalable document routing hub. By working with virtually any network-connected scan device or MFP and a myriad of information systems, AccuRoute becomes the foundation for all your document, capture, conversion, and communication needs from any source of documents to any destination or repository of documents.

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