



# The George Washington University uses workflows and in-person training session to improve institutional efficiency

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**THE GEORGE  
WASHINGTON  
UNIVERSITY**

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WASHINGTON, DC

## **BACKGROUND**

Located in Washington, D.C., The George Washington University (GWU) is a world-renowned independent academic institution. Chartered by the Congress of the United States in 1821, GWU commits itself to excellence in the creation, dissemination and application of knowledge. The University draws upon the rich array of resources from the National Capital Area to enhance its educational endeavors. In return, the University, through its students, faculty, staff, and alumni, contributes talent and knowledge to improve the quality of life in metropolitan Washington, D.C.

## **THE CHALLENGE**

When GWU implemented SharePoint in 2013, they wanted to make it Service Enterprise capable. However, successfully developing workflows within SharePoint for an institution this large and complex would require a serious commitment from the university's IT resources, which were already limited. Therefore, in order to save resources, they sought a product that would enable end-users to create very simple automation processes—such as workflows and forms.



## CASE STUDY: The George Washington University

### SOLUTION

After considering different Business Process Automation (BPA) solutions and working with DocPoint Solutions consultants, the University purchased Nintex Enterprise Workflow and Forms. Along with the solution, they purchased Nintex online training videos from DocPoint. However, their stakeholders required a more hands-on approach so they engaged DocPoint to design and deliver a customized three-day training program to ensure user adoption. Through working with DocPoint, the University's stakeholders realized the business value of this solution and have gone on to increase efficiencies by creating and using Nintex Workflows and Forms to support their core business processes.

### RESULTS

"It is our goal to assist offices throughout The George Washington University in improving processes by giving them the tools they need to succeed. With DocPoint, we have been able to break down past barriers to innovation and put face-to-face communication between IT and stakeholders.

Having a responsive partner, such as DocPoint, is invaluable during a roll out, such as this, in order to increase user adoption."

— Mark Albert, *Director of University Web & Identity Services*

### ABOUT DOCPOINT SOLUTIONS, INC.

DocPoint Solutions, a Konica Minolta company, is a Microsoft Gold Certified Partner specializing in implementing, training and supporting Microsoft SharePoint and its integrated suite of products. With a focus on enterprise content management (ECM) and document capture, the company provides comprehensive consultative services and support to a wide range of federal, state and local governments as well as private and commercial enterprises seeking to maximize the value SharePoint brings to their operations. By combining state-of-the-art solutions with document management expertise and innovative approaches to systems design and integration, DocPoint helps clients attain new levels of effectiveness and productivity. An affiliate of **Quality Associates, Inc.**, DocPoint is headquartered in Fulton, Maryland. For more information, please call (301) 490-7725 or visit [docpointsolutions.com](http://docpointsolutions.com).

### ABOUT KONICA MINOLTA

Konica Minolta Business Solutions U.S.A., Inc. is a leader in information management focused on enterprise content, technology optimization and cloud services. We are reshaping the Workplace of the Future™ ([www.reshapework.com](http://www.reshapework.com)). Our portfolio of offerings deliver solutions to improve our customers' speed to market, manage technology costs, and facilitate the sharing of information to increase productivity.

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