



BRINGING THE POWER OF TOMORROW TO BUSINESS TODAY

*Snap App*

**SOFTWARE:** OnBase Workflow  
OnBase E-Forms  
OnBase Web

**EQUIPMENT:** none

**APPLICATION:** Personnel Action Request Form Processing (PARF)

**CHALLENGE:** Customer was previously utilizing a paper-based PARF submittal, review, and approval process to manage internal employee requests such as Paid Time Off, Leave Requests, New Hire Requests, and the like. In all, they managed 45 different forms, including 45 unique review and approval processes. The challenges were to eliminate lost requests, track the status of requests at any point in time, streamline a rules based review and approval process, implement controls around the process, and improve internal customer service by decreasing the time it takes to route documents for review.

**RESOLUTION:** By implementing the OnBase, the customer was able to deploy a 100% web-based solution for electronic submission and review of PARF's. By deploying workflow rules to control the routing of PARF forms, based on the type of request, they were able to assure a secure method for review and approval. Using timers and notifications, they were able to control the amount of time that requests could sit idle before users were reminded of pending work that was assigned to them. The result was a streamlined solution that not only met but fully exceeded the goals they had defined going into the project.

**FUTURE APPLICATIONS:** Other current departments/applications include Student Records, HR Employee Files, Psychological Records, Accounting Records, and Property Management. Future applications include Workflow for New Hire Processing and Workflow and E-Forms for Work Order Processing.

**CONTACT LEVELS:** End Users, Department Managers, C-Level employees

**CUSTOMER COMMENTS:** OnBase has allowed us not only to streamline the process of managing employee requests, but it has greatly decreased the amount of time required for IT to support the system because of it's stability and ease of use.