



Optimized for K-12 Education

Optix Dramatically Improves Cross-Departmental Collaboration at San Jose Unified School District

San José Unified School District (SJUSD) is a large urban school district serving over 32,000 students and employing over 5,000 teachers, administrators, and other staff. Their intense hiring process – which involves processing over 800 applications each year caused SJUSD to seek a sophisticated document management system. Other drivers were needs to improve customer service and to conserve floor space.

As a predominantly Macintosh environment, SJUSD sought out Optix due to its superior cross-platform support. Quickly, SJUSD realized that Optix could provide much more than its initial intended use – digitizing active employee records. They noted that Optix Workflow could drive improvements by automating interactions between multiple departments involved in hiring every SJUSD employee.

Solving the Paper Problem

Prior to implementing Optix, SJUSD managed their new hire and rehire processes with paper files and manual routing from department to department. After the selection of the desired candidate by the hiring school's principal, required forms passed from HR and staffing through credentials checks to finance for budget confirmation, back to HR for salary calculations and personnel record set-up, and on to payroll. This complex, multi-step process involved nearly 20 individuals. Lost paperwork was a common occurrence – and resulted in hiring delays or new employees not receiving paychecks on time. Tracking down exactly where the process broke down was nearly impossible. Customer satisfaction suffered as a result.

Optix document imaging, management, and workflow radically transformed SJUSD's paper-burdened personnel operations. Now, scanning the candidate selection form is the first step in a fully automated, fully traceable process that allows effortless status checks on each and every file.



"Optix has dramatically improved our cross-departmental processing. With Optix information flows easily through our HR, accounting, budget, and payroll departments, which has streamlined management of employee records. Optix is a remarkable product."

Paul Rische
Director of Information Technology
San Jose Unified School District

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“Thanks to Optix, we have seen significant improvements in customer service,” notes Paul Rische, Director of Information Technology for SJUSD. “Previously, when someone called with a question, our employees would need to take a note and go do research in paper files – and often were stymied because of lost or misplaced documents. Today, they can immediately look up details on any file in Optix without leaving their desk. Plus, with Optix Workflow’s automated routing and tracking, we experience far fewer errors and impediments in our hiring process.”

As an added benefit, Optix has helped mitigate needs for additional office space to accommodate SJUSD’s growing HR department. Instead of taking up floor space with paper filing cabinets – which originally occupied over 1700 square feet – SJUSD now manages all records for active employees digitally and can maximize space use.

Exceeding Expectations

After a successful implementation in HR, other departments began to take notice of Optix’s remarkable results. “My only problem has been trying to keep a low profile since everyone has a project for Optix when they see its potential,” notes Rische.

Today, SJUSD’s student services department uses Optix to transition records for all former students from microfilm for long-term storage. The district’s gifted and talented education (GATE) program also manages materials in Optix. And SJUSD’s purchasing department has begun processing a wide range of documents – from bid documents, contracts, maintenance agreements, and change orders to school board approval documents.

“Optix’s success in HR has exceeded our expectations,” concludes Rische, “I have no doubt that use of Optix will continue to grow throughout our district in the years to come.”

SJUSD and Optix: Quick Facts

Optix customer since:	1999
Active personnel records in Optix:	5,000+
Hiring actions processed with Optix annually:	800+
Total number of documents stored in Optix:	1.5+ million
Departments using Optix:	HR, Payroll, Finance, Student Services, Gifted and Talented Education, Purchasing



About Us

mindwrap, inc. is a premier provider of innovative document management and workflow solutions to the education, commercial, and government markets. mindwrap’s flagship product, Optix, is a highly-scalable and flexible solution that can be customized to meet client’s document management, imaging, workflow, COLD/ERM, text search, forms processing, and database publishing needs, and integrates seamlessly with legacy and third-party applications. Known for its technology leadership, delivery, and customer service excellence for over 15 years, mindwrap is headquartered in Flint Hill, Virginia.

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