



## Measuring success



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**Fiscal Year 2007—2008**  
Budget—\$1.8 Billion  
Research—\$274 Million  
Faculty & Staff—10,800

### ROI Study Highlights\*

- 532% ROI over five years
- 81% IRR over five years
- \$2.3 Million Investment
- Payback within 11 months
- \$10.3 Million Net Savings over ten years

### Business Benefits

- Dramatically reduced paper costs and avoidance of document storage and disposal costs
- Dramatically improved information delivery and access
- Substantial CPU savings

### Study Scope

- RSD EOS Software
- IBM Content Manager
- Adobe & activePDF™

## The University of Miami generates business value through information governance with RSD software—realizes a 532% ROI

### Executive Summary

Founded in 1925, the University of Miami is home to 15,400 undergraduate and graduate students from around the world. The University has expanded from its main location in Coral Gables, Florida to include a medical campus and additional dedicated centers in Miami and other parts of south Florida. Comprised of 12 colleges and schools, the University is the second largest private employer in Miami-Dade County, with more than 10,800 full- and part-time faculty and staff. The Coral Gables campus houses eight schools and two colleges, with over 200 student organizations on campus.

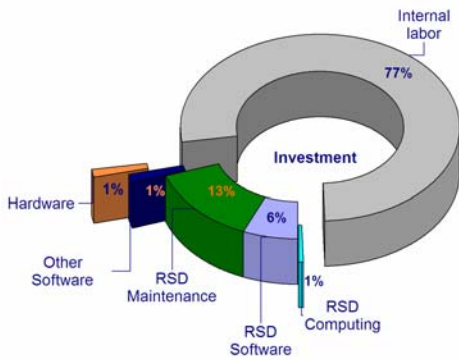
In 1998, the University of Miami decided to replace its outmoded microfiche archiving across the organization. In its search for an alternative document management system, the University discovered an environmentally-friendly solution that not only would do away with microfiche but could also curb the University's overall paper consumption, handling and waste, while simultaneously providing for efficient and secure information sharing. For the last ten years, the RSD EOS (Enterprise Output Solution) software has enabled the University of Miami to keep up with exploding growth in business documentation, store and manage this content, and address the challenges associated with disseminating information.

By generating fewer paper-based documents and electronically managing their access, retrieval and disposal of paper, the University of Miami has only been able to free up more and more resources associated with producing and distributing reports, it has also been able reduce the costs associated with storage of those paper documents while putting an end to delays and expense caused by their inefficient retrieval. Furthermore, by digitizing its document archives, the University of Miami has reclaimed valuable on-campus space for additional offices while gaining strategic advantages in terms of business continuity—absolutely mission-critical in a region threatened regularly by hurricanes.

A dynamic, secure and timely information distribution platform, RSD is also absolutely reliable. Since 1998, RSD has served as the backbone of the University's enterprise information governance strategy and has continuously delivered value. Using RSD, the University can confidentially control potentially decades-long document lifecycles from creation and distribution through to storage and disposal. These functionalities have brought substantial and sustained operational savings in terms of reduced and avoided costs and increased process efficiencies, as well as strategic benefits through information security and compliance with mandated data privacy regulations.

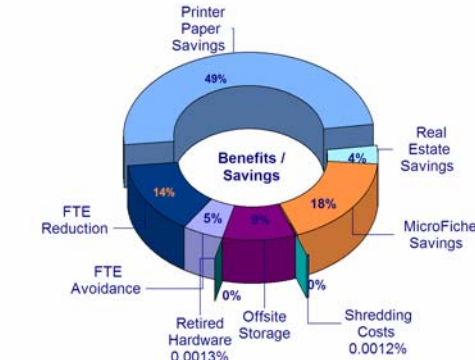
*Using RSD, the University of Miami has centralized their business document delivery, management and archiving which has streamlined information processes and reduced costs, resulting in an impressive 532% ROI in ten years.*

# Financial Impact



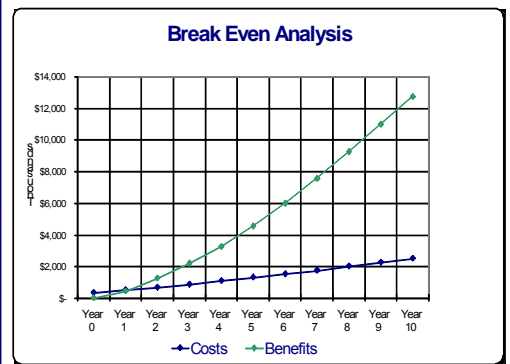
## Quantifying the RSD Investment

- The purchase of the RSD software, specialized computing and maintenance accounts for 27% of the total investment
- Nearly 73% of the investment was attributed to internal labor (over the entire ten-year study period)
- Additional expenditures for hardware and other software were minimal



## Benefits achieved from RSD

- **Cost savings**  
By digitizing many business-critical documents, RSD helps UM save significant quantities of paper, contributing 47% of the overall economic benefits from the solution.
- **Real Estate Savings**  
By avoiding the storage and physical filing of paper documents, UM has been able to reclaim and re-purpose real estate, accounting for 22% of the overall savings



## Breakeven Analysis

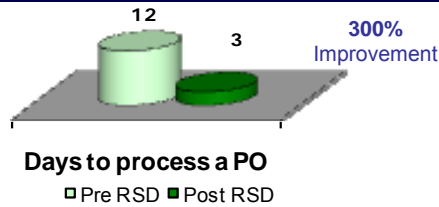
The University of Miami's vision was to replace its microfiche system with a cost-efficient and effective information sharing platform.

The RSD solution has delivered an ROI of 532% over ten years and an internal rate of return (IRR) of 81%, confirming the quality and value of the investment. As illustrated in the chart above, the benefits of the RSD solution have exceeded expenditures, reaching breakeven in just thirteen months.

# Operational Impact

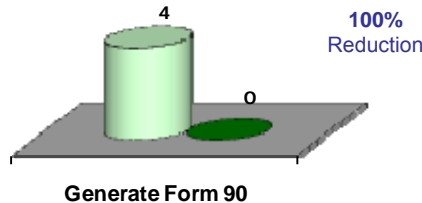
## Increased efficiency

With digitization and electronic delivery of purchase orders as enabled by RSD, a purchase order's cycle time has been shortened from 12 business days to a maximum of 3



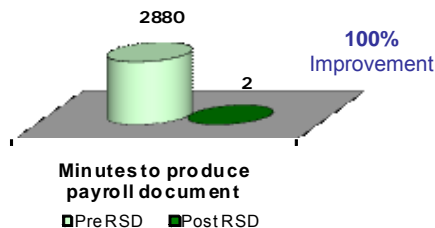
## Reduced printing while increasing access

Financial Accounting has reduced how often the "Form 90" (a vast report of some 40,000 pages) needed to be printed from 4 times per month to zero; now it is generated once and stored in RSD for future reference/use



## Operational excellence

The Payroll and Accounting department now can reproduce a W2 or a 1099 form on demand or in minutes, versus a minimum of two days previously. Also eliminated the need to produce a "file copy"



# Future Benefits

## Harvesting additional value

During the course of the Thoughtware Worldwide study, the University of Miami team identified a number of additional areas where it could maximize the benefits realized from its RSD investment. Leveraging its RSD Solution, the University of Miami has the opportunity to harvest additional value by:

- Deploying to additional departments throughout the University
- Migrating even more monthly reports to RSD for more secure distribution and to alleviate computing burden
- Eliminating additional storage costs by leveraging RSD as part of information lifecycle management (document retention group)
- Acquiring RSD Folders to provide personalized storage and expand information governance