



Concordia University

Case Study



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Presented by Veronique Verthuy,
Brand Development/Academic and Studio Coordinator.



Organization Profile

Concordia University is welcoming, engaged, and committed to innovation and excellence in education, research, creative activity and community partnerships. It dares to be different and draws on its diversity to transform the individual, strengthen society and enrich the world.

The University Communication Services Department is the primary user of Easy Projects. The department includes 60 employees who use EP on a daily basis to manage PR, Media Relations, Web Support and Marketing projects. The other 40 users represent various departments that submit requests to the Communication Team and track their progress.



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Challenge

Our department was previously using a custom solution based on Filemaker Pro for task and project management, but as we grew, we discovered that it was not able to meet all of our needs. Customization was an issue. Moreover, the existing application did not allow for the assignment of tasks. The department had to print out tasks and physically hand them out to staff making it difficult to track all of the paper. As a public institution, the University is obliged to archive every single piece of communication. Every year, the department would archive thousands of printed files.



The executive director decided that it was time to find a solution that would be able to scale with us. Our requirements were:

- A tool that was collaborative;
- Everyone in the department could easily work with;
- A tool that would allow for accurate and sustainable record keeping;
- Provide a traceable workflow;
- Flexible and customizable;
- Something that could be hosted on Concordia's Server.



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The Solution

After reviewing over five different tools the Department settled on using Easy Projects as our final choice for project management software.



Easy Projects was installed on Concordia's own servers as opposed to being hosted on the cloud. As a public educational facility, it was crucial for us to maintain control and privacy of our records. Installing in-house was the best solution for this.

Once implemented, Easy Projects started making a big positive impact on our workflow.

Custom forms were one of the crucial features for the department, helping us save time and energy. We use them to handle incoming requests from other departments within the university. We now insist that all requests be sent through these custom forms that we designed within Easy Projects. Nothing slips through the cracks anymore.



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So we would get things [requests] like: "I need a poster!" - "Great! When did you need to buy, what size you wanted, the color or black & white..."

and this way [Custom Forms] it's all there - what you want, how big you want it, what's it for, [etc.] what's your deadline - it's really been a great tool to use, I'm very happy with the custom forms."



As we have been using the product, we also discovered that we had some unique requirements that were not a part of the out-of-the box offering. However we really needed those feature so we could work more effectively. We contacted Easy Projects and their development team has helped us build this functionality. Some of the unique customizations that were created include:

- Specific workload specifications depending on how many people were involved in a project. This allowed for more accurate work allocation.
- Customized Calendar that allows administrators comparative views employee schedules to better workload allocation.

"I want everything logged in Easy Projects, I want everything in there - from the original request, the drafts to the revisions that are requested - I want it all logged in EP along with the hours, because that way I can show my boss everything. I simply say, "Here, take a look at this - all the work we've done for our clients - x number of revisions, x number of hours, it's all there." That's been a big thing."

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Outcomes

Having implemented Easy Projects, the team at Concordia ended up with many **positive outcomes:**

- A sustainable, paperless, office environment;
- Better collaboration between team members;
- Ability to take requests from other departments in an organized manner;
- Ability plan and predict resources availability;
- **24,000 + hours saved per year**



Aside from the time-saving aspect, I think it's having everything in one place, to make sure that bits of paper don't get lost, emails don't get deleted, well, stuff gets deleted out of EP as well, but really not the way an email can slip through the cracks, right? It made the workflow more efficient. The end result is that we're actually making more stuff done instead of less



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Easy Projects is helping the Concordia Communication Services team become more efficient and effective and has made the department a buzzing center of productivity.



Logic Software Inc. is the developer of Easy Projects – the easiest all-in-one web based project management solution. This tool was specifically designed to make project management and task tracking hassle free and straightforward. Visit <https://www.EasyProjects.net/> to see why project managers in over 50 countries choose Easy Projects for project planning, activity tracking and team collaboration.

Logic Software Inc.
1183 Finch Avenue West, Suite 302
Toronto, ON M3J 2G2, Canada
Phone: 416-907-9944
www.easyprojects.net

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