

## Client Success Story

# Top University Embarks on Digital Transformation Journey with the Help of KnowledgeLake

### Client Profile



#### FEATURED CLIENT

Washington University  
in St. Louis (WUSTL)

#### INDUSTRY

Education

#### LOCATION

St. Louis, Missouri

**Washington University in St. Louis is one of the premier institutions of higher education in the country. Founded in 1853, the historic research university offers more than 90 programs and almost 1,500 courses leading to undergraduate and graduate degrees in a broad range of academic fields.**

#### WEBSITE

[www.wustl.edu](http://www.wustl.edu)

*“We had five document management vendors. They were all proprietary. We couldn't get to the data without paying them to get it on our behalf. In order to have a SQL Server back-end with a SharePoint front-end that met multiple needs of the university, KnowledgeLake was a perfect solution.”*

– *Denise Hirschbeck, Assistant Vice Chancellor for Information Services and Technology, Washington University in St. Louis*

**BUSINESS NEEDS** Like many other universities, WUSTL continually seeks ways to create more efficient and cost-effective operations in support of education, research and patient care. One such initiative has been to migrate from their on-prem legacy content management systems to the Cloud.

**SOLUTION** Washington University had been gradually moving to the Cloud when, in 2019, they embarked on a project to fully migrate from their legacy administrative systems to the Cloud. They have since moved 14 departments to the cloud-native KnowledgeLake Platform from KnowledgeLake's on-premises Capture Service Pro, while keeping their documents in SharePoint On-Premises.

The university is currently focused on migrating these documents to the Cloud as part of Phase 2 of the project, with some being stored in SharePoint Online and some in their Azure Content Repository. KnowledgeLake is assisting with the migration as part of the project, concentrating on documents that will be stored in their Azure Content Repository. In total, KnowledgeLake will migrate about 14 million documents to Azure.

KnowledgeLake will also add Machine Learning and Robotic Process Automation (RPA)/Robotic Desktop Automation (RDA) functionality to the university's stack in 2021.

"When we come into these points of transformation at the university, it coincides very nicely with KnowledgeLake's transformation. When we went to Workday, we worked with KnowledgeLake. When we did our Accounts Payable system, KnowledgeLake came up with a very elegant solution that included an API that would communicate with Workday and the Azure Content Repository."

## BENEFITS

### Efficient Administrative Processes

KnowledgeLake's RPA technology will bring unprecedented efficiency to Washington University's most critical administrative processes. Going forward, KnowledgeLake will enable Washington University to automate a major document migration from their legacy HR application to the Cloud—a project that would've otherwise required significant manual intervention.

There are so many projects that, when we take the time to see how KnowledgeLake's RPA and Machine Learning can bring efficiencies to our administrative processes, we're not going to be able to complete fast enough once we can get these technologies in front of leadership."

### Cost-Effective Solution

Unlike other solutions that the university evaluated, the KnowledgeLake Platform is cost-effective while also meeting the current and long-term document management needs of the university.

"When we were looking at what to do with the migration of our PeopleSoft documents to the Cloud, we looked at other vendors. No one would do it as straight-forwardly as KnowledgeLake, nor as cost-effectively."

### Reliable Technology Partner

Washington University has found a go-to technology partner in KnowledgeLake over the course of their 24-year relationship. As their document management needs evolve, they can rely on KnowledgeLake to provide solutions and services that support these needs.

***Besides the fact that KnowledgeLake's products are unmatched by their competitors in terms of ease of use, integration with known products and cost, they're a great company to work with and we can trust them."***

– **Denise Hirschbeck**, Assistant Vice Chancellor for Information Services and Technology, Washington University in St. Louis



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