

## Case Study

### NATIONAL UNIVERSITY IN MEDELLIN, COLOMBIA

## University automates request based workflows from the Human Resources Department using ProcessMaker

Colombia's National University implemented ProcessMaker in its Human Resources Division in order to integrate business processes from 5 different areas in the University in a more agile and simple way.



The National University of Colombia is a leader in higher education in Colombia with 8 branches, more than 45,000 students, and a significant staff of professors and administrative employees. Within the university there is a Human Resources which has the responsibility of managing everything related to human resources (teachers and staff) for the university. This division receives approximately 20 requests per day of different types such as employment certificates, absence requests, management reports, and processes related to the hiring and onboarding of new staff.

Until 2009, the HR division managed these requests using printed documents and controlled them with Word documents and Spreadsheets; they had 5 offices and more than 30 people handling these documents at the same time causing the department to lose control of the requests, waste time looking for the physical documents, and they also received constant complaints from their clients (professors, administrative personnel, and external entities) that were unsatisfied with the response times associated with their requests.

“ProcessMaker has given us the ability to centralize all the information regarding all of our inbound requests. It is a tool that has made the job of managing these requests easier by allowing us to work across the network and find and solve requests from anywhere in the country.”

*Rosa Elena Restrepo  
Head of the Human Resources  
Department  
Universidad Nacional of Colombia - Medellín*

**Implemented by:**

LandSoft S.A.

**Client:**



Universidad Nacional  
Medellín

**Country:**

Colombia

**Sector:**

Education

**Web Page:**

<http://www.medellin.unal.edu.co>

**Number of Users:**

30 (initial deployment)

**Number of cases per month:**

500

**Proceses Automated:**

- Request Management
- New Employee Hiring
- New Employee Onboarding

**Points of Interest**

Integrated with KnowledgeTree®  
For Advanced Document  
Management

## The Problems and Challenges

- **Activities that took a long time** such as searching for physical documents and historical archives.
- **Risks in the security and integrity of the information** due to the number of participants playing a role in the process and the method of storage of the spreadsheets.
- **Constant complaints** from the clients due to the response times and accurate information concerning their requests.
- **Ambiguous Information** regarding the productivity of the division for the supervisors and office managers.

## Implementation Process

At the end of 2009 the university initiated a project with Landsoft, S.A. in Medellin, Colombia with the objective of improving the HR processes in the university. After analyzing the processes of the 5 areas, it was decided that the university would begin by applying ProcessMaker to the processes of *Request management, New Employee Hiring, and New Employee Onboarding*; seeing the necessities of the HR division, it was also decided that the processes would be integrated with KnowledgeTree® in order to provide more advanced storage and version control of the documents that would be uploaded and generated during the workflow processes.

- **Request Process:** Both internal staff and university departments and external entities generate requests through ProcessMaker for such needs as vacation requests, employment certificates, sick day requests, absence requests, disciplinary processes and others. As part of the process numerous support forms and documents are generated such as official minutes, agreements, contracts, memorandums, automatic notifications, reports, and official resolutions. The generated documents are stored directly from ProcessMaker into KnowledgeTree®.
- **New Employee Hiring and Onboarding Process for Admin Staff:** The Hiring and Onboarding process allows the HR department to automate the process of hiring step by step from the time a vacancy is announced internally up until the new employee signs his/her contract and is officially on boarded at the university.

## Results

- **Increased Control** of the processes due to the fact that at all times all actors know the status of a request and who is assigned to attend to it.
- **Increased Security and Integrity of the Information** due to the fact that all users have separate and secure logins, and the system keeps a detailed log of all actions taken by each user in each case.

## Contact

Colosa, Inc.  
790 Washington Ave, Suite 210  
Brooklyn, NY 11238, USA

Tel: +1-617-340-3377  
Fax: +1-305-402-0282  
Email: [info@colosa.com](mailto:info@colosa.com)

<http://www.ProcessMaker.com>