



CARSON-NEWMAN
A CHRISTIAN UNIVERSITY

Customer Story

Carson-Newman University Validates Financial Data with Informer

*Conversation with Greg Bailey, Associate Director, Information Technology,
Carson-Newman University*

Pain points

- Inability to customize existing software to meet needs
- Significant burden on IT staff to solve challenges
- Tight implementation deadlines

Results

- Successful creation of academic and financial reports
- Were able to go live with an accounts payable process in just a week
- Streamlined and secure processes



Carson-Newman University Customer Story

Challenge

Carson-Newman University is a private, four-year, Christian, coeducational liberal arts college of approximately 2100 students. According to a recent report by Forbes, they're ranked as the 116th Best College out of more than 4000 colleges and universities nationwide which puts them in the top 3% of Best Colleges in the United States, and the 3rd Best College in the state of Tennessee.

During Carson-Newman's Datatel® implementation they unfortunately found themselves the victim of a forged accounts payable check. Even though their implementation schedule was swamped with critical deadlines, the VP for Finance insisted they implement a Positive Pay process immediately, which required them to notify the bank of all check data prior to releasing checks.

With the Positive Pay process, checks presented for payment are then validated with the information previously submitted to the bank. However, Positive Pay is not functionality available within Datatel Colleague® and staff were not yet experienced enough to customize the software to accomplish this task. This presented a significant challenge for the I.T. staff.

Solution

As a new Entrinsic client, Carson-Newman was already finding Informer extremely useful for academic and financial reports. They had also recently discovered that they could execute UNIX® scripts from within Informer. This ability opened up a world of possibilities.

They then realized that Informer could be used to query the check information and execute UNIX® scripts which could format the data and securely transmit the data to their bank. That's just what

they did! In just a week they built, tested, and were ready to go LIVE with an accounts payable Positive Pay process. They were able to build the entire process without any customization to the Datatel software.

Results

“The Informer-driven Positive Pay process has been a complete success. We defined reports and roles within Informer that are only available to our AP and HR check writers”, mentioned Bailey. “Prior to releasing checks, they run Informer reports to verify the check data, build the Positive Pay files, and securely transmit the check information to the bank via FTP. Our I.T. staff receives an e-mail notification every time the Positive Pay process is executed with a log of the FTP transaction. Positive Pay is just one of many processes we’ve built around the powerful features in Informer. Informer has never failed us”.



Over one hundred end users enjoy real-time access to admissions, enrollment, academic, budgeting, financial, and payroll data through Informer. Our I.T. staff and end users are totally satisfied with Informer.

Greg Bailey, Associate Director, Information Technology, Carson-Newman University