DOXIS

HOCHSCHULE CAMPUS WIEN UNIVERSITY OF APPLIED SCIENCES

CUSTOMER SPOTLIGHT

Chaotic growth out. Operational efficiency in.

Hochschule Campus Wien autonomously scales and digitalizes its admin processes with Doxis



Structuring knowledge, enabling growth

As one of the largest universities of applied sciences in Austria, HCW has been in a sustained period of dynamic growth for many years now. New buildings, a swelling workforce, growing research activities and expansive legal requirements are piling increasingly complex burdens onto campus administration.

HCW wanted to both digitalize and have full control of the underlying processes:
How could it scalably implement fast-growing, legally sensitive processes – but without being permanently tied to external service providers or bound by rigid standard solutions?

The answer: Doxis as a platform, with maximum implementation autonomy.

HCW FACTS AND FIGURES

- **Founded:** Austria, 2001
- **Employees: approx.** 600
- **What the solution covers:**
  - Academic qualification recognition
  - Research and project management
  - Central administrative processes

> We realized around 80–90% of the implementation ourselves, made possible by the openness of Doxis. That was a major deal-maker for us.
>
> **Philipp Kadlec, MSc.**
> Team Leader; IT Application Management

Admin processes under control

Despite being an early adopter of digital research and project management, HCW's internal legacy tool was unable to keep up with the growing scope and complexity of processes. Acceptance was hit by performance and usability issues, and the solution remained unstable and cumbersome.

At the same time, a rapid rise in the importance of recognizing foreign academic qualifications led to an explosion in the number of such procedures, each one involving many sensitive documents. The old system of emails, regular mail and file systems was no longer serving HCW. What it needed was a central, structured solution.

The real highlight: Autonomy as a principle

HCW made an informed choice to deploy Doxis as a platform over a heavily standardized isolated solution. What sealed the deal? The ability not only to digitalize processes, but also to design and evolve them autonomously.

This approach is no more evident than in the recognition of foreign academic qualifications. Most of the solution was realized independently by HCW – from file structure to metadata, process logic and more, including the technical connection of upstream capture plus interface and descriptors. Doxis was on hand to deliver ad hoc support throughout, mainly as a sparring partner.

Altogether, HCW was able to realize around 80 to 90% of the solution independently, even the interface. This high autonomy is testament to the platform's openness and was crucial in the decision to choose Doxis.



What's next with Doxis?

HCW has plans to expand Doxis into a central platform for administrative processes. Electronic signatures are one definite use case. In the future, all documents signed electronically will be automatically routed to Doxis for audit-proof archiving – central, retrievable, searchable.

Student eFiles are also in the pipeline. From sick notes to periods of academic leave or objections, all study-related communication will be centrally filed and organized in Doxis. HCW also plans to use Outlook plugins to ensure this content is stored in an audit-proof archive and clearly assigned to the student's eFile.

Hochschule Campus Wien's wins with Doxis

Central platform for the recognition of foreign qualifications

› All procedures and documents bundled in one electronic file – complete and traceable

Several hundreds of foreign qualifications files in active use

› Currently over 550 procedures managed centrally

Big reduction in manual processing

› Automatic document creation with use of master data

Clear overview of caseload and current processing status

› Instant analytics on numbers, duration, objections and discontinuations

Platform as the basis for future digital use cases

› Contract management and processing monitor being implemented

> "Today, Doxis provides central, structured storage for the recognition of foreign qualifications with 20–30 documents per case and a significantly reduced manual workload.
>
> **Philipp Kadlec, MSc.**
> **Team Leader; IT Application Management**

One platform, all your documents, none of the chaos.

See Doxis in action