

## CASE STUDY



### Product

Xythos Digital Locker Suite

### Why Xythos?

- Intuitive interface
- Open standards-based architecture
- Cost effective

### Benefits

- Easy integration with existing Luminus portal implementation
- Multi-environment capabilities
- Reliable access to content from anywhere

### *About University of Dublin (UCD)*

Established in 1854, the University of Dublin has played a key role in the history of the modern Irish State and today it plays a leading part in shaping Ireland's future. For over 150 years, UCD has produced graduates of remarkable distinction including famous surgeons, architects, entrepreneurs and five of Ireland's Prime Ministers. Perhaps the best known of all its graduates is the writer James Joyce, who completed his Bachelor of Arts at the university in 1902.

### *Challenge: Ease collaboration and enhance the total campus experience*

Students and faculty alike flock to UCD because of its extensive facilities in teaching and learning including well-resourced libraries and computing facilities. As the university rapidly moves forward in the e-learning arena, it has made an increasing number of resources available to support learning and research both on- and off-campus.

“Because our campus delivers services to students and faculty all around the world, it was imperative that we provided online file management that was available in the same manner as all of our other enterprise services,” said Brian Morrissey, Head of Web Services. “Moreover, we wanted to ensure that anyone, could access their files and share them with other individuals. We had been using Novell iFolders software to manage and store files for several years but found as faculty and staff began to use more mobile technology and collaborate from beyond the campus environment, the software was becoming less functional.”

Morrissey's team embarked on gathering user requirements from various constituents before creating the Request for Proposal (RFP) and beginning the selection process. “And we're glad we did that step beforehand because it helped reduce the number of vendors that could successfully respond,” remarked Morrissey. What they discovered during these requirements gathering meetings was that the way files were managed and shared was technically the same across campus, regardless of what school or program users were associated with.



*“Because we log into the UCD Connect environment through single sign-on we can access documents and content from anywhere. I know that I will always have reliable access to documents and I can keep them safe.”*

**Brian Morrissey**  
Director of Web Services  
University of Dublin

Collaboration between classmates, faculty and other campus users was virtually ubiquitous and it consumed a considerable amount of IT resources in many different departments. It also had created its own set of challenges including confusion about where to locate data and a lack of regular procedures to protect and backup the systems.

Another key requirement was ease of use. “We have a wide variety of individuals who need to access the new technology,” said Morrissey. “Any service we offer has to be simple enough for the most ‘computer challenged’ individual to collaborate with as our typically tech savvy freshman. We also had to keep in mind that the new file management system had to integrate with our existing Luminus portal implementation; that was a key to getting individuals to actually “use” the system.”

Like many higher education institutions, UCD supports users who work in multiple environments with different computing systems. “I use a Mac,” said Morrissey, “but there are some departments, like administration, that use nothing but PCs; any solution must enable users to collaborate from these systems the same way, regardless of whether they were using Macs, PC’s or even mobile computing devices.”

## *Give people what they need to be productive*

Based on recommendations from the higher education community, like Northeastern University, UCD decided to investigate possible document management solutions that could give students, faculty and administration a safer and easier way to collaborate. Based on its price, open-standards based architecture, ease of use and security features, the University selected Xythos Digital Locker. “We want everyone to use this solution – from the incoming freshman to the most seasoned administrator,” Morrissey said. “Since Xythos Digital Locker looks, acts and feels just like any website our users may encounter, it is simple for them to navigate. They click on a link and that link directs them to a file, a folder or whatever they need. This means that our constituents’ can concentrate on their schoolwork, their research and the business of running our university rather than on the technology we use to store information and share documents.”

UCD uses the “personalized branding” feature in Xythos to ensure a consistent look and feel. In the “UCD Connect” environment, each user creates their personalized folder structure to meet their specifications. “More than 23,000 users per week access the portal,” said Morrissey. “With a few mouse clicks, students can upload and share files, administrators can expedite business forms and researchers can collaborate on projects with colleagues all over the world.”

What’s more, Xythos Digital Locker enables users to interact directly with other individuals through the use of secure links or Xythos “Tickets”. Tickets allow participants to access documents even if they are not designated users of the service. Recipients receive an email containing a secure URL or file link. When the link is clicked, the recipient is directed to the content stored in Xythos Digital Locker for viewing, editing or other types of collaboration. Tickets provide UCD with specific control over who can view, edit or share content. They can even control how many hours or minutes a document is available for – a huge advantage vs. email attachments.



Because everything in Xythos is role-based, we can safely manage several projects and terabytes of data in the service,” Morrissey remarked. “We can store many different types of documents, including notes and emails to our internal team members all within the same folder. Since users only see what is relevant to them, we can keep everything in one area but still provide the collaborative support so important to activities on our campus.”

Xythos has been beneficial to those working remotely or at Starbucks. Morrissey recalls that not that long ago team members could not work off-site because they could not access their files from outside of the server environment. “Because of the nature of the campus environment, it was extremely challenging to keep up with the amount of email file attachments floating around. That meant that students didn’t have the flexibility to work off campus and professors couldn’t easily access their files remotely when needed,” said Morrissey. “Xythos has changed that for us. Because we log into the UCD Connect environment through single sign-on we can access documents and content from anywhere. I know that I will always have reliable access to documents and I can keep them safe.”

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## What the future holds

The university is looking at other possibilities for Xythos from utilizing Xythos Drive to the new Xythos Drop Box to help facilitate the admissions process, to using Workflow to enable better business process management from an internal perspective. Even the less frequent users of the service are beginning to find new and different ways to leverage Xythos in their everyday activities.

Morrissey offers several suggestions to those considering web-based content management. “First, identify how you are going to migrate content to the new system – either when you first deploy or down the line. It seems like a simple answer but really it is not. Remember that users are very accustomed to seeing their files, content and documents in a particular way and if their perceived ease of use with the old system doesn’t translate into the new system, you will likely have failed to achieve significant user adoption.” Morrissey continues, “Second, keep things as simple as possible – that is to provide powerful technology that is as easy to use as navigating a website. And finally, make sure – really make sure – that any technology you invest in can integrate into your existing enterprise systems and architecture. Look for open-standards based applications that you can tailor to your environment.”

“We are eagerly anticipating the time when we can revisit our initial success with Xythos,” Morrissey said. “In just two short months, we have close to 1,000 people using the service on a consistent basis; and I know that number will grow as more people know about it.”

**For more information please call 1.888.4XYTHOS or visit [www.xythos.com](http://www.xythos.com)**

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