

# National Board for Professional Teaching Standards



## CASE HIGHLIGHTS

<b>Profiled Organization:</b>	Independent national teacher certification agency
<b>Challenge:</b>	Automate overnight printing of correspondence with 30,000 candidates – as many as 30 to 40,000 letters per night, including fail-over to backup printers, with utmost reliability and without human intervention.
<b>Solution:</b>	Automation Anywhere's experts helped the IT staff set up a fault-free, end-to-end solution to replace automation software that was plagued by errors.
<b>Benefits:</b>	Automation Anywhere immediately began saving the National Bureau for Professional Teaching Standards up to \$10,000 per week in downtime, troubleshooting, and quality control.

## BACKGROUND

The National Board for Professional Teaching Standards was funded by the Carnegie Foundation in 1987, at the recommendation of the Carnegie Forum on Education. Today, most states and over 25 percent of US school districts offer financial rewards and other incentives to teachers who seek NBPTS certification. The Board has, to date, certified more than 55,000 teachers.

## ISSUE

A third-party service pushes up to 4000 files to the IT department's FTP server every day. The server archives the letters in the appropriate folders and routes them to various printers in the organization's San Antonio, Texas office. Depending on the folder where letters are saved, a specified number of each letter are printed. Staff workers arrive in the morning and prepare the printed letters for mailing to the NBPTS members.

The overnight printing process requires complex automation, including fail-over job diversion capability in case printers jam, break, or run out of paper. For two years, the IT department used popular automation software that generated frustrating numbers of errors – automated tasks failed to complete; the software didn't correctly recognize files and transfer them to the proper folders; or it failed to detect data in files and print them.

The staff would arrive in the morning, only to find that the automation process had printed a small fraction of the letters actually received, or that the software had printed duplicate letters. These glitches required the staff to become deeply involved in troubleshooting – checking the FTP folder that initially received the files, re-routing and reprinting letters, etc. Jacqueline Carr, NBPTS network manager, says, "We no longer felt we had control of the process, and it was making our jobs a lot harder."

*"The support has been phenomenal. You have some great technicians, great engineers. The support made a big difference by helping us implement a near-perfect solution for our automated tasks. The technical support provided to us has been a life saver."*

*- Jacqueline Carr, Network Administrator, National Bureau for Professional Teaching Standards*

*“Automation Anywhere gave us the ability to set up a fail-over system for our printers, so that if a printer fails overnight, another printer automatically takes over. Several of the competing automation packages we tested didn’t have that capability, and it was a big selling point, because redundancy is very important for us. We need to be confident that when we arrive in the morning we will find letters printed and waiting for us, even if a printer fails or jams or runs out of paper.”*

*- Jacqueline Carr, Network Administrator, National Bureau for Professional Teaching Standards*

## SOLUTION

NBPTS IT network manager Jacqueline Carr says, “I decided to look for a better solution. I chose four applications for testing, and I attempted to automate our process using each one. Several didn’t have the level of scalability we needed. With a couple of others, the technicians simply weren’t able to automate the process in a smooth and error-free manner. But when I tried Automation Anywhere, the technical support people helped me get it set up in a testing environment where it ran smoothly for three weeks. In fact, the tech support people made a big impact on our decision to choose the software.”

Ms. Carr reports that, compared to the other products, the setup process with Automation Anywhere was, “like day and night. Automation Anywhere has so many useful features that we were inspired to take advantage of. Our setup is complex, so it took us a while to configure and test the software, yet the installation wasn’t cumbersome at all. I worked with a great technician who led us through the process. He made it easy to understand and gave us exactly what we wanted for our test.”

## BENEFITS

IT network manager Jacqueline Carr notes the following benefits from switching to Automation Anywhere:

- **Outstanding scalability.** “It has a ton of advanced features that will allow the software to grow with our company.” The NBPTS IT staff subsequently automated many additional IT processes, as well as processes in other departments.
- **Time savings.** “Automation Anywhere allowed us to scale down our QC process from six or seven hours per day to just two.” Ms. Carr reports that other tasks that formerly took a half-day now take half as long.
- **Cost savings.** “I would say we’re saving, easily, just in quality control alone, five hours a day because of Automation Anywhere – or over \$1000 a week. If you include troubleshooting the software that we were previously using, you could probably quadruple that figure.” Overall, Automation Anywhere’s deep functionality and bug-free operation are saving NBPTS an estimated \$10,000 a week.
- **Reliability.** “We have tight schedules every day, printing letters, bar codes, and labels for correspondence with our 30,000 candidates. This is our busiest time of the year, and Automation Anywhere has been a life saver. It has relieved a lot of the stress from my document management groups.” The NBPTS IT staff can now rest easy, confident that automation of the nightly data flow is being handled accurately and reliably.

The National Board for Professional Teacher Certification continues to use Automation Anywhere for time and cost savings across the IT and other departments.

If you found this case study useful, we invite you to discover how Automation Anywhere can give your business an edge – visit [www.AutomationAnywhere.com](http://www.AutomationAnywhere.com)



## PRODUCT INFORMATION: AUTOMATION ANYWHERE

Automation Anywhere is an intelligent automation software for business & IT tasks. No programming required. Enterprise license includes state of the art drag and drop automation, remote deployment, Visualizer, Workflow designer, image recognition and many more features. Free trial available. Read more about this product at <http://www.AutomationAnywhere.com> or call our sales hotline +1-888-484-3535.