



Bentley College

Bentley College is a business university dedicated to educating students to become leaders in business and related professions in a global economy, by combining the communicative, creative and reflective strengths of the arts and sciences with the analytical, technological and problem solving strengths of business. Students benefit from business and business-related majors and minors that fully explore the impact of information technology, outstanding preparation in the arts and sciences, and a faculty of top-notch teachers with real-world experience.

"Inaport offered an off-the-shelf, economical alternative to building a complex integration solution of this sort from the ground up. Wizards that guide you through each step really sped up the development process, and the end result has provided Bentley with an invaluable tool to maintain and track its university population and increase customer service within its computer leasing program," states Janet Diehl of SMA.

"Inaport provided a fast and cost effective way to pull Banner faculty, staff and student profile information as well as the student configuration information into one data source, HEAT," states Meg Jennings of Bentley College. *"The nightly appends updates that Inaport enables have eliminated all manual intervention and keep the HEAT database populated with the most current information."*

Outcome

By utilizing Inaport, SMA has turned a dynamic leasing program with a myriad of record changes and information needs into a manageable, visible, comprehensive and easily maintained system. By consolidating the student, faculty, employee, equipment, and service data and integrating the Banner and HEAT databases, SMA has enabled Bentley to enjoy a newfound ability to conduct streamlined leasing transactions and improve its overall customer service to its university population.

www.inaplex.com

Business Need

Bentley uses a popular third-party tracking software called SCT Banner, a fully integrated, Oracle-based, Internet-native technology solution for the higher education community. Banner manages student information, advancement, human resources, financial aid, faculty and advisors, finance, and more, and is designed to support institutions that want to focus on teaching and learning, while delivering responsive service to the people that matter most.

Bentley uses Banner to track a wide variety of information, ranging from student admissions data to managing the data on computer laptops issued by Bentley's student laptop leasing program. Banner, although housing the leasing program hardware information for students, does not keep track of the computer hardware and equipment used by faculty and employees. In order to track the IT equipment and support to Bentley's immense student, faculty, and employee population, Bentley needed a reliable IT Help Desk, and call center software tracking system. Using HEAT from FrontRange Solutions, Bentley was able to efficiently and accurately track, store, and manage data on any computer hardware being used by Bentley students and personnel.

Using HEAT and Banner, Bentley was now able to track the university population, the university leasing program, and the support and service tied to each. However, the two databases were housing different information in each, without a single entry source. In order to consolidate the disparate databases, and ensure that the Help Desk staff had visibility to complete, accurate customer and equipment data within the HEAT application, while maintaining Banner as the single point of data entry, Bentley needed to integrate its systems.

The leasing program involves a dynamic flow of issuing laptops, reassigning laptops, issuing temporary loaners, and ensuring that laptops are returned by exiting university students. Because of the dynamic nature of constantly changing records Bentley needed a way to ensure that records and information was accurately kept track of. Bentley first looked to meet this need with a custom built in-house solution, but found it was a complicated and time consuming task for their in-house resources. SMA and Inaport offered an efficient alternative.

Inaport Data Integration and HEAT Solution

Bentley needed a means to update the HEAT system profiles and config tables using the Banner application data, so that the Help Desk personnel had visible access to current student, faculty, and employee information while managing the IT leasing program equipment, service, and support to each. Yet, at the same time, the employee and hardware information configuration data needed to be kept and updated solely in the HEAT database for Help Desk purposes.

HEAT Solutions Partner, SMA Management Systems (www.smasystems.com) was hired to handle the data migration, training, and the customization of HEAT to provide Bentley with their university equipment and population tracking needs. Using their business knowledge and expertise, SMA customized HEAT to meet Bentley's needs using the Inaport data integration solution. Inaport is a sophisticated data integration system that allows importing and exporting data to and from HEAT, and the ability to sanitize and manipulate the data for data completeness and accuracy.

Inaport's robust data integration capabilities provided Bentley with an automated and efficient way to get their equipment information from Banner into their student and employee account records in HEAT – a key requirement being automatic imports via an SQL summary. SMA set up a nightly process using Inaport that updates and appends changes in HEAT to the student and employee profile data as well as the student equipment data based on the Banner database. Data can be entered and maintained in one place, via Banner, but be accessible in two applications. The Help Desk staff always has current information on the customer, their status and the equipment they use.

SMA created multiple Inaport profiles, with different summary queries each, enabling Bentley to perform fully automated batch imports that are set to run automatically each night. The next day revealed the latest information successfully integrated with each laptop and user, while maintaining the student and faculty records in Banner.