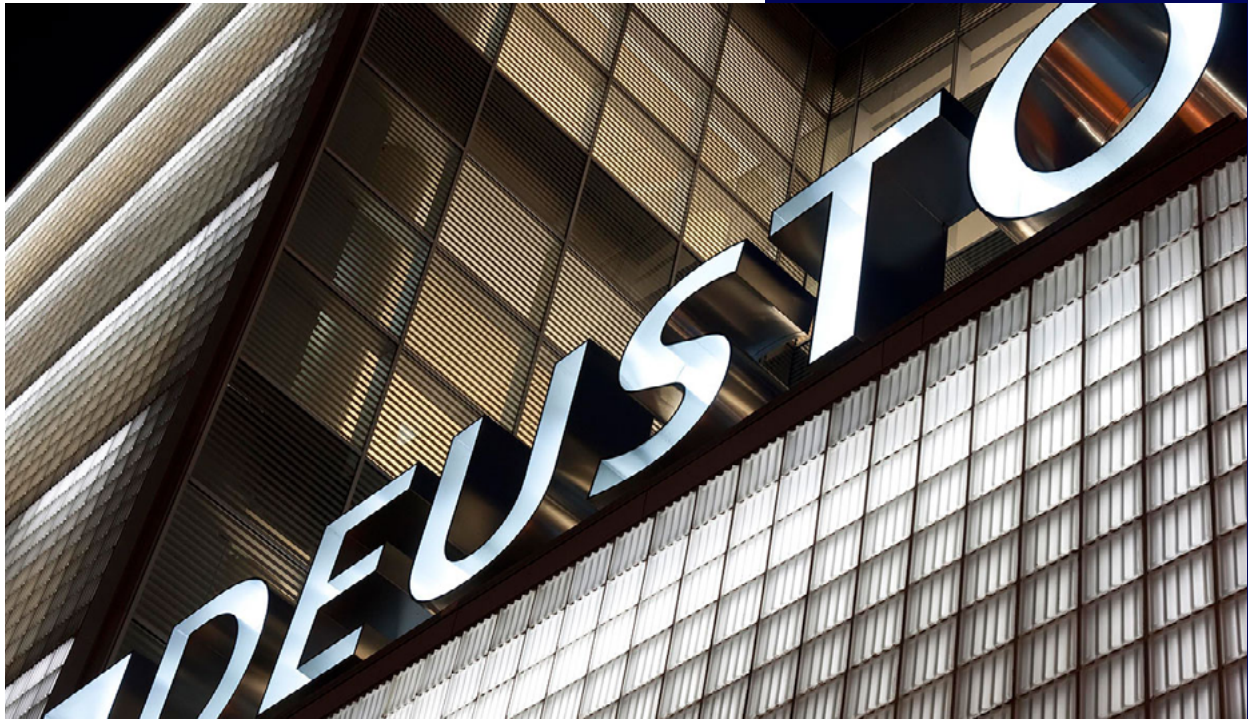




CASE STUDY

# University of Deusto



## About the entity

The University of Deusto is a center for university education with 125 years of experience and campuses in Bilbao and San Sebastian (Spain). Its hallmarks are training in skills and values, thanks to its own socially recognized educational module. It is also characterized for its specialized research, its commitment to justice and its international projection, with more than 1,500 international students to testify, and a total of 15% of all Deusto students coming from outside of Spain, from one of 60 different countries worldwide.



**Name:**

University of Deusto

**Address:**

Campuses in Bilbao, Vizcaya and San  
Sebastian, Guipuzcoa  
(Spain)

**Sector:**

Education

[www.deusto.es](http://www.deusto.es)





### What is AuraQuantic?

It is a platform that offers easy design and execution of even the most complex operational processes without additional programming.

You simply define the process flow diagrams using drag and drop and AuraQuantic organizes the rest, sending tasks to the right people at the right moment.

[READ MORE](#)

## Introduction

The implementation of the AuraQuantic Process Management Platform has allowed the University of Deusto to successfully implement its Internal Quality Assurance Systems (IQAS), which is mandatory in Europe.

AuraQuantic meets all expectations, filling the gaps that a conventional ERP is not able to fill.



## Challenge

The European Higher Education Area (EHEA) states that "universities must have formally established and publicly available Internal Quality Assurance Systems."

To comply with this requirement the University of Deusto **considered that a BPM was the most appropriate tool**, both for the nature of the process-oriented quality systems and for the enormous advantages of having these systems automated.

One of the axes for the project was the idea that the university's Technical Unit for Innovation and Quality (TUIQ) **could have sufficient capacity to design, build and implement the processes with the greatest autonomy possible**. This required a major effort, because this new challenge would be added to the rest of their normal duties.



## Solution

After a thorough study of the possible solutions they contacted several different providers, and not only of BPM tools. Finally the university decided on the AuraQuantic BPM Platform, as the characteristics of the tool perfectly suited its needs.

The first meetings began in December 2008, the initial aim being to create a pilot project of the "Teaching Organization and Planning" process from the faculty of Social and Human Sciences. This first objective was finalized in March 2009.

With the help and cooperation of Consultec, an AuraQuantic partner, the project has been carried out to full satisfaction.

In view of the good results, the following objective raised was the construction of all the processes associated to the IQAS and its implementation in all university faculties. This second objective, although much more ambitious, is currently in full swing.

Another important aspect was to involve the people who were to use the tool in their daily work, and ensure that they gradually changed their working habits.

**“ AuraQuantic meets all expectations, filling the gaps that a conventional ERP is not able to fill.”**





## Results

The project to date has been a complete success, covering all the planned objectives. Specifically:

1. The need to fully explain the processes avoiding undefined areas or "gray areas", which can be a common source of problems.
2. The complete process definition allowing easy evaluation, correction and improvement.
3. It helps users to develop their day to day tasks without forgetting and without delays, or the need to look constantly at their schedules.
4. The ability to create processes prior to implementation preventing subsequent improvisations, emergencies and errors.
5. It facilitates the explanation of the processes to third parties or to staff who need to learn how they work.



## Quotes:

*"I believe that for a project of this kind it is vital to understand the processes of the organization. Only this way can they be evaluated and improved. Based on this requirement, the AuraQuantic BPM Suite allows for these processes to be easily and agilely implemented and maintained."*

**Josu Mendivil** | Deputy Director of the IT Department  
University of Deusto



*"The software implementation has benefitted everyone from the deans of each faculty and Heads of each certification level to the lecturers and students."*

**Josu Mendivil** | Deputy Director of the IT Department University of  
Deusto



Tel.: +34 96 295 4497

Email: [info@auraquantic.com](mailto:info@auraquantic.com)

Web: [www.auraquantic.com](http://www.auraquantic.com)