

The University of Manchester

## Digitary at The University of Manchester

Since 2009, Digitary has transformed the way both Academic Transcripts and the Higher Education Achievement Report (HEAR) are delivered to students and graduates each year at University of Manchester (UoM). Over 15,000 each year are securely certified and delivered to graduates online in hours rather than days, providing a fast and efficient service.

Katie Britton, from the UoM Student Services Centre, explains some of the benefits that UoM has realised since implementing Digitary:

*"Demands for official documents are ever growing and the speed we were processing these requests manually was not meeting our graduates' needs. Implementing Digitary has resolved this issue completely. We can now provide an efficient service to our graduates, by allowing them instant access to their official documents. We also have the added peace of mind that the documents are tamper-evident, allowing for quicker and more efficient verification. We have definitely seen a reduction in fraudulent transcripts since using Digitary."* (August 2013)

The University now intends to extend its usage of Digitary to include PDF transcripts that pre-date the introduction of its student information system.

Employers and other parties can verify documents online via Digitary 24/7, with the recorded consent of the graduate. Integration with the UK's HEDD portal ([www.hedd.ac.uk](http://www.hedd.ac.uk)) will allow UoM graduates to satisfy HEDD enquiries online.

## Implementation and Support

The majority of the project was carried out remotely as part of UoM's normal business schedule, and was successfully completed on time and within budget. Digitary runs seamlessly on UoM's existing technical infrastructure and integrates well with UoM's Oracle student information system.



*"Digitary has transformed the way we deliver documents at the University of Manchester, as well as speeding up and improving the quality of the service we give to our alumni, it has also helped in securing and protecting our brand."*

**Mike Mercer**

Deputy Head, Student Services Centre -  
August 2013

*"The implementation was quick and easy and the staff at Digitary were thoroughly professional and made the project very easy. Customer service is excellent, and jobs logged via Digitary's online portal are always dealt with quickly and efficiently. We're very satisfied with the service we receive from Digitary, and we would absolutely recommend them."*

**Katie Britton**

Student Services Centre - August 2013

To learn more,  
please contact us...

Digitary,  
Invent Building,  
Dublin City University,  
Glasnevin, Dublin 9,  
Ireland.

Tel: +353 1 7007071  
Email: [info@digitary.net](mailto:info@digitary.net)  
Web: [www.digitary.net](http://www.digitary.net)

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