



## Case Study: Driving Operational Efficiency in Faculty Affairs

One of our clients, an internationally recognized dental school was spending too much time and effort appointing, credentialing, and onboarding faculty and staff. Inefficient processes were just part of the problem; the school lacked a central data repository relating to faculty and their accomplishments. These processes and data were mission-critical to hiring and evaluating faculty.

### The problem

#### Traditional approaches cost too much time and money

Through a detailed analysis of their existing appointment, onboarding, and credentialing process, the school found several critical issues impacting multiple departments, from faculty affairs to human resources and more.

- » Lack of visibility into process
- » Missing documentation
- » Difficulty tracking-down paper files
- » Trouble maintaining up-to-date credentials
- » Overwhelming email and phone call volumes

### The solution

#### Deploy SmartPath™ to automate and streamline processes

Our experts recommended the deployment of SmartPath to automate the appointment, credentialing, and onboarding processes. SmartPath is designed with flexibility in mind. Its highly configurable platform allowed the dental school to quickly convert their time-intensive, manual tasks into all-digital workflows.

**“ I have worked with a significant number of software companies for over 20 years. I would say the Mountain Pass Team has the best listeners and the most responsive collaborators I have ever worked with. A big thumbs-up to them! ”**

– Associate Dean for Faculty Affairs

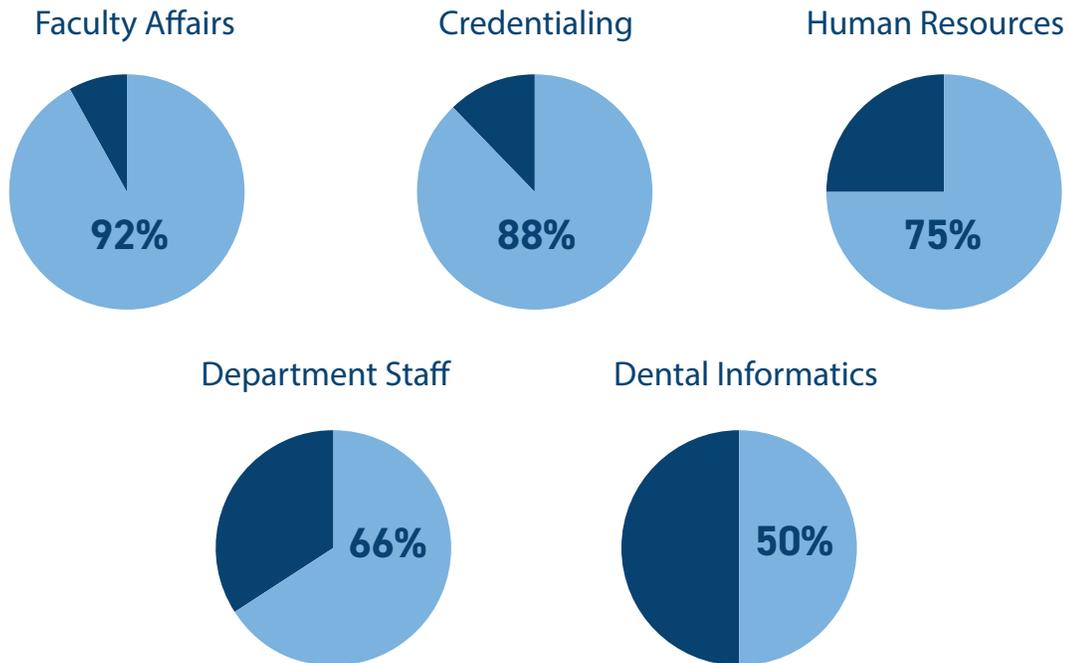


## The results

### 75% efficiency gains without compromising compliance

This institution saw a 75% reduction in the time required to process faculty appointments, credentialing, and onboarding. Processes that used to take months are now handled in weeks — and in some cases, just days. These time savings were seen across all stakeholders:

### Time saved by department



### What users said about the new processes:

- » Enhances our staff's collaboration across the school
- » If one process stalls, others still move forward
- » We don't have to hunt for emails to obtain history
- » The system adjusts based on title/rank
- » Sign-offs are fast and easy
- » We have one place for storage
- » We can see who we are waiting on (and for what) throughout the entire process

“ SmartPath is the key to addressing the painfully time consuming and antiquated ways we have been limping along with for years. ”

— Administrative Assistant

## About Mountain Pass

Mountain Pass delivers higher education faculty management solutions for academic hospitals, health systems, medical schools, dental schools, and any academic school within a university.

Contact us to learn how Mountain Pass can help your school, university, or health system simplify faculty lifecycle management, improve data quality, and reduce administrative burdens with our SmartPath™ academic faculty affairs management software.

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