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The University of Sherbrooke (Quebec) Tech Transfer Office Boosts its Productivity by Implementing Sophia

Background

Located in Canada, in the Province of Quebec, the University of Sherbrooke is a French-speaking institution that offers students the opportunity to benefit from an academic education that is recognized and valued around the world. More than 85% of the approximately 33,000 students are from outside of Sherbrooke and come from over 98 countries.

The University of Sherbrooke has earned a reputation for its hard-hitting research, which has led to major discoveries and innovations in a variety of disciplines.

Opportunity

01

Data Inaccuracy

Before 2017, the University of Sherbrooke Tech Transfer Office (TransferTech Sherbrooke) was maintaining its data manually using spreadsheets. Each team member had their own files, used their own nomenclature, and there was no easy way to share information across the team. This led to inaccuracy, incomplete information, and a lot of frustration.

02

Business Intelligence and KPIs

While managing their IP process manually, it was almost impossible to build accurate KPIs and action proper follow-up on operational needs and trends. In addition, human resources were needed to be invested in to obtain annual statistics – both internally to leadership and for the annual AUTM survey.

03

Inefficiencies and Time Consuming

The time and resources to find the right data, documents, and to follow-up on patents and projects were too time consuming. The Tech Transfer office would have to keep track of everything manually and it would take days to pull together the right data for the right project.

Approach

In a vision to reach optimal management of their growing operation, the Tech Transfer Office looked at various data management systems to improve its efficiency, ensure data accuracy and develop reliable KPIs. They found the Sophia solution was the best choice.

Wellspring's team worked closely with the TransferTech team to collect and analyze the initial data and documents classification. Additionally, the Wellspring team reviewed the challenge areas and defined the final structure of the data and information needed by TransferTech to complete their reports leading to a clear migration plan. Once the system was ready, the Wellspring Customer Success team provided comprehensive training on the Sophia solution and continues to support the TransferTech team.

Result

With Wellspring, TransferTech Sherbrooke has been able to handle double the volume of disclosures and patents without any additional back-office staff. They have experienced significant improvements in the accuracy and reliability of their Agreements, Patents, Financials, and Document records. In particular, the implementation of the Reporting Dashboard has enabled TransferTech to easily update their data, efficiently find the required information, and easily make data available to all team members. The TransferTech staff can now easily find the information they need without waiting for answers from researchers or other staff. TransferTech has also seen a significant improvement in data reliability, making-decision making easier and their job much more efficient.

"Everything about Wellspring and Sophia is positive and extremely helpful. They are always there to help answer any questions I have and have made my life so much easier. It's so much easier to keep track of everything we need. We have doubled our productivity by implementing Sophia"

Jordan Morissette
Management and Quality
Assurance Technician

TransferTech Sherbrooke

Wellspring

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Sophia Case Study