ERPA

Empowering FSCJ's IT Evolution with ERPA

Background:

Florida State College at Jacksonville (FSCJ) is a prominent educational institution that has been shaping minds since 1966. With a robust offering of 13 bachelor's degrees, 45 associate degrees, and over 100 technical and career certifications, FSCJ serves approximately 20,000 students annually across four major campuses and four centers in Jacksonville. Overseeing this dynamic institution's technological landscape is Herman Moller, the Director of Information Systems. Herman has devoted over two decades to ensuring FSCJ's IT infrastructure supports the college's mission, growth, and innovation.

Problem Statement:

When FSCJ first ventured into implementing PeopleSoft as their ERP system in 2015-2016, they faced a myriad of challenges. The initial implementation was rushed and poorly managed, resulting in significant setbacks. The situation worsened when FSCJ's implementation partner went out of business, leaving the college in a precarious position. FSCJ needed a reliable, experienced, and trustworthy partner to not only stabilize but also optimize its ERP system and IT infrastructure. This is where ERPA came into the picture.

Solutions & Strategies:

In search of a solution, FSCJ conducted a Request for Information (RFI) process in 2017, where ERPA's well-laid-out response, proven track record, and glowing references stood out. A pivotal factor was that some of the familiar and trusted resources from the original implementation had transitioned to ERPA, making the decision to partner with ERPA an easy one. Thus began a long-term partnership that would see FSCJ through several transformative projects.

The Transition to Fully Managed Services:

The transition from the previous partner to ERPA was seamless. ERPA took over the managed services, handling the infrastructure, environment management, and PeopleSoft admin side of things. This allowed FSCJ to focus on their core business processes without the worry of IT backend management. Herman Moller emphasized the relief this brought, saying, **"Without ERPA...of course, that's dollars adding up. But most importantly, it's people and time that we don't have."**

01

Upgrade to PeopleSoft 9.2:

One of the significant projects under ERPA's management was the upgrade to PeopleSoft 9.2 in 2019. The original forced implementation had left FSCJ on an outdated version, which necessitated playing catch-up. ERPA stepped in with a top-notch technical team and collaborated closely with FSCJ's functional, project management, and technical teams over nine months. The result? A smooth, timely upgrade that positioned FSCJ on a more stable and up-to-date ERP platform.

02
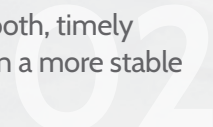
Successful Fluid Implementation:

In 2020, FSCJ recognized the need to modernize further by implementing PeopleSoft Fluid, a responsive user interface technology. Lacking in-house experience, they leaned on ERPA's seasoned technical Fluid team, resulting in a seven-month project that went live by April 2021. Once again, ERPA's experts worked hand-in-hand with FSCJ's technical team, ensuring knowledge transfer and seamless integration.

03
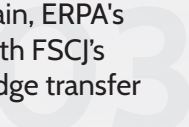
Modernizing with AWS:

Stability and uptime were major concerns for FSCJ under their previous hosting provider, CenturyLink. The solution was a migration to AWS with ERPA's certified AWS experts leading the charge. Initiated in late 2021, the project quickly saw FSCJ transition to AWS, resulting in immediate improvements in response time and availability. This move provided FSCJ with greater control, flexibility, and cost efficiency. As Herman noted, "The moment that we switched to AWS, we saw an immediate response and availability...we are now on a stable platform."

04
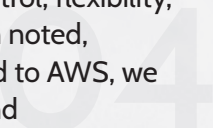
Quantifiable Benefits - Cost and Time Savings:

Herman couldn't put a precise dollar figure on the savings, but he conveyed the tangible relief and efficiency gained from the partnership with ERPA. Without ERPA, FSCJ would need to invest heavily in in-house resources, including infrastructure and technical expertise. The ongoing support from ERPA allowed Herman and his team to concentrate on academic and administrative priorities without worrying about IT management. Herman shared, "It's a comfort level that you can relax and not be concerned about having stuff up and running and monitoring and keeping it updated and in sync the whole time."

05
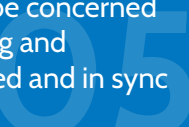
A Seamless Partnership:

One standout aspect of ERPA's service is the relational and collaborative approach. Herman highlighted that ERPA goes beyond the usual vendor-client relationship, offering personalized support and proactive advice. He appreciated the way ERPA's team shared knowledge, advised on improvements, and responded swiftly to any needs. This partnership has allowed FSCJ to feel supported and confident in their IT infrastructure management.

06

Key Quotes

"Without ERPA... it's people and time that we don't have. It's expertise that we don't have."

Herman Moller

"ERPA's team advised on improvements and were always there to share their knowledge, which has been incredibly valuable to us."

Herman Moller

"The moment that we switched to AWS, we saw an immediate response and availability. It was stable. We could call it that. We are now on a stable platform."

Herman Moller

Conclusion

This case study showcases how ERPA's expertise and comprehensive support have been a game-changer for Florida State College at Jacksonville. From rescuing a troubled ERP implementation to driving modernization with AWS—ERPA has been a steadfast partner, enabling FSCJ to focus on what truly matters: providing quality education. For other PeopleSoft customers, FSCJ's story is a testament to the transformative power of having the right managed services partner.

ERPA