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Revolutionizing Accounting Systems with ERPA and AWS - CorVel Corporation's Journey

Background:

CorVel Corporation, a national provider of healthcare management solutions, addresses the complex needs and challenges employers, insurance companies, and government agencies face in controlling costs and promoting positive outcomes. With services encompassing technology, intelligence, and human touch, CorVel is committed to tackling workers' compensation challenges. Employing approximately 5,000 individuals and serving over 1,000 customers through a national branch office network, CorVel boasts annual revenues exceeding $790 million and has been certified as a great place to work in 2023.

Problem Statement:

Overseeing the business systems at CorVel, Ann Bushnell faced challenges managing their accounting and IT systems. Specifically, the PeopleSoft installation, critical to their operations, was managed under accounting rather than IT, leading to substantial resourcing challenges. As Ann described, **"We have no PeopleSoft DBA on staff and rely heavily on our IT group."** Faced with limited staff of just two additional members and a critical security incident necessitating system shutdowns, CorVel realized that they needed a robust, secure, and reliable solution that could mitigate vulnerabilities, optimize performance, and ensure a seamless user experience.

Solutions & Strategies:

CorVel's transformative journey began with the decision to migrate PeopleSoft to AWS, facilitated by ERPA's managed services. This strategic move was fueled by the urgent need to bolster IT infrastructure following a security breach. A key takeaway from Ann's insights was the substantial improvement in system performance and reliability post-migration.

Ann recounted, **"Our payroll system was on the Cloud, and we were able to pay everybody. It really opened our eyes to vulnerabilities that systems have."** It became evident that moving to AWS not only mitigated these vulnerabilities but also significantly improved overall system reliability.

Strategic Partnership Fwith ERPA:

Ann emphasized the unique resourcing challenge, stating, **"One of the biggest challenges we've always faced is getting the IT resources."** With ERPA's expertise, CorVel was able to secure the necessary technical support that eluded them, allowing their limited internal resources to focus on core operational tasks. Ann noted an essential advantage of ERPA's support: **"We've got a system that's performing a lot better and we know that's one less thing we have to worry about."**

A key metric in their success was the significant reduction in downtime and improved system stability. Ann shared ERPA's proactive role in optimizing system performance: **"ERPA has done an amazing job of monitoring those first few weeks that we had to optimize our system performance and little tweaks here and there to keep things moving."**

Reshaped Support and New Functionalities:

Ann also highlighted how ERPA reshaped their support teams by taking over critical functions that were previously resource-intensive. Notably, ERPA's involvement helped alleviate the workload on their IT staff, freeing up internal resources to focus on revenue-generating systems. This shift allowed PeopleSoft to move from being "the redheaded stepchild" to receiving the attention it needed.

Ann spoke highly of ERPA's holistic support, noting that **"new functionality implemented and the ERPA team that we work with has been outstanding in passing on knowledge."** This knowledge transfer was pivotal for CorVel, enabling continuous improvement and skill development within Ann's team.

A Journey from Security Breach to AWS Optimization

Ann detailed the journey from the initial security incident to AWS optimization, describing ERPA's role as **"fantastic."** The organization faced hurdles with their legacy systems, including direct table writing and performance issues during peak processing times, particularly month-end.

"What should have been a three-month move to AWS took about two and a half years," Ann candidly shared. Despite the protracted timeline, the benefits post-migration were undeniable. ERPA's managed services provided essential expertise, crucial for maintaining robust and optimal system performance.

Key Metrics and System Performance:

CorVel's move to AWS, facilitated by ERPA, resulted in highly improved system performance metrics. They saw reductions in downtime and increased system reliability, particularly during critical processing periods like month-end invoicing. Ann reported that post-migration, the organization experienced minimal performance issues, attributing this success to ERPA's proactive system monitoring and optimization efforts.

Ann also shared insights into their future plans with a disciplined PUM (PeopleSoft Update Manager) strategy, with aspirations to keep their systems current with the latest updates seamlessly supported by ERPA.

Key Quotes

"I think your key there is the word partner. Being able to be a team together, I don't feel that my team is just myself and my two staff that work for me. I consider the ERPA group that I work with as part of my team."

—— Ann Bushnell ——

"ERPA has done an amazing job of monitoring those first few weeks that we had to optimize our system performance and little tweaks here and there to keep things moving and to improve the system."

—— Ann Bushnell ——

"The knowledge transfer is key to being able to succeed with my team."

—— Ann Bushnell ——

Conclusion

CorVel Corporation's partnership with ERPA highlights the transformative potential of strategic collaboration, particularly when navigating complex IT landscapes. By migrating to AWS and leveraging ERPA's managed services, CorVel successfully addressed critical vulnerabilities, optimized system performance, and geared up for future growth.

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