



## Revolutionizing Higher Education Operations with ERPA - Daytona State College's Story

### Background:

Daytona State College (DSC) is a progressive educational institution driven by innovation and dedication to student success. Located in Daytona Beach, Florida, DSC offers a range of associate, baccalaureate, and certificate programs tailored to meet the evolving educational and professional needs of its diverse student body. Known for its commitment to cutting-edge technology and community engagement, Daytona State College continually seeks to enhance its operations through robust technical support and advanced systems.

### Problem Statement:

Daytona State College faced significant challenges as it sought to optimize its operations across various platforms including PeopleSoft and AWS. With an ever-growing need for enhanced technical support, scalable infrastructure, and comprehensive project management, DSC required a partner that could provide tailored solutions and strategic guidance. Enter ERPA—a trusted PeopleSoft and AWS partner.

### Solutions & Strategies:

Daytona State College leveraged ERPA's expertise to address its needs for scalability, improved efficiency, and robust technical support. The partnership with ERPA helped DSC tackle several high-stakes projects, including migrating PeopleSoft infrastructure to AWS, implementing a comprehensive benefits program, and overhauling its FAFSA system.

## ERPA as a Strategic Partner:

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Tanika Clemons, the Associate Vice President of Human Resources at DSC, emphasized the crucial role ERPA played in demystifying complex technical aspects. **“I’m not a highly technical person, but working with ERPA has been so refreshing. They outline everything in layman’s terms, helping us understand what we need to do,”** she noted. This approach enabled DSC to streamline operations and unlock hidden capabilities within their existing systems.

## A Journey from Migration to Optimization:

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Eric Bouse, Director of Systems Administration at DSC, shared his experience of migrating Daytona State’s PeopleSoft infrastructure to AWS in late 2020. Facing severe performance issues with their previous hosting environment, especially during peak enrollment periods, DSC needed a significant overhaul. **“We had to do something drastic,”** Eric stated, recounting their partnership with ERPA to implement a clean slate strategy. The migration resulted in improved resource scalability and stability, with AWS cloud providing robust support and cost efficiencies. **“We have incredible uptime and stability now,”** Eric affirmed.



## Transforming Benefits Administration:

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DSC’s ambitious project to join the State of Florida Health Insurance Program required a complete overhaul of its benefits system. Launched in May, the project aimed to implement over 500 different plan codes, a task typically taking a year, within just a few months. Tanika Clemons described the extensive collaboration with ERPA: **“We met with ERPA consultants daily. They’ve made it so easy for us, taking a lot of work off our plates.”** The swift progress made in such a short timeline was a testament to the efficiency and competency of the ERPA team.

## Revamping FAFSA Processes:

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The federal overhaul of the FAFSA system presented another substantial challenge for DSC. Carey Roebing, Senior Systems Analyst, highlighted the massive scope of this project, involving changes across packaging plans, equations, queries, and more. Engaging ERPA’s financial aid consultants, DSC was able to get the updates installed timely, ensuring no delays in financial aid processing. **“We have been packaging students for 2025,”** Carey proudly noted, emphasizing the victory of staying on track amidst stringent timelines.

## ERPA’s Relational Approach:

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Across these projects, ERPA’s relational approach to service delivery shone through, including how ERPA’s personalized service and dedicated team members make a significant difference. Carey Roebing echoed this sentiment, praising ERPA’s proactive and collaborative nature. **“They’ve built a great team relationship with us. We trust them because they’re dependable,”** she shared. This trust extended to urgent issues, with ERPA providing timely support even during off-hours, as noted by Eric Bouse.



## Conclusion:

Daytona State College's collaboration with ERPA illustrates how expertise, personalized service, and proactive support can transform institutional operations. From migrating to AWS to implementing comprehensive benefits and overhauling FAFSA processes, ERPA has played an integral role in DSC's journey towards enhanced efficiency, scalability, and innovation. This case study highlights how a managed services partner like ERPA can make a significant impact, providing not just technical solutions but becoming an essential part of the team.

## Key Takeaways:

- + **Robust Technical Support:** ERPA's ability to explain technical details in layman's terms facilitated smoother operations at DSC.
- + **Efficiency in Project Management:** The rapid implementation of DSC's benefits program demonstrates ERPA's capability to manage large-scale projects effectively.
- + **Scalability with AWS:** Migrating to AWS significantly improved uptime and resource scalability for DSC's PeopleSoft infrastructure.
- + **Team Collaboration:** ERPA's relational approach to service delivery fostered a dependable and collaborative partnership with DSC.

By leveraging ERPA's expertise and tailored solutions, Daytona State College successfully navigated complex technical challenges, positioning itself for continued growth and excellence in higher education.

## Key Quotes:

"We have incredible uptime and stability now."  
- Eric Bouse

"ERPA outlines everything in layman's terms, helping us understand what we need to do."  
- Tanika Clemons

"We trust them because they're dependable."  
- Carey Roebling

This case study exemplifies how Daytona State College's partnership with ERPA enabled the institution to overcome technical hurdles, streamline operations, and achieve scalable growth, underscoring the vital role of a proactive and collaborative managed services partner.

