



How Illinois State University Optimized PeopleSoft with ERPA

Background:

Illinois State University (ISU) relies on PeopleSoft to manage key operations, from student records to HR and payroll.

But as demand for uptime and performance grew, ISU faced a challenge: managing an increasingly complex IT infrastructure with limited internal resources. Competing for tech talent in a region dominated by major corporations made it even harder to maintain the level of support needed for critical university systems. ISU knew they had to rethink their approach.

Problem Statement:

ISU's on-premises environment couldn't meet their evolving needs. Course registration spikes strained system performance, staff spent too much time on maintenance instead of innovation, and vendor limitations made it difficult to make real-time adjustments. That's where ERPA came in. With expertise in PeopleSoft and AWS, ERPA helped ISU migrate to a cloud environment that improved system stability, reduced downtime, and allowed their team to focus on delivering value rather than firefighting infrastructure issues.

Solutions & Strategies:

Illinois State University sought a strategic partner to modernize its PeopleSoft environment without compromising system stability. ERPA's tailored approach provided the expertise, flexibility, and hands-on support ISU needed to migrate to AWS, enhance system performance, and reinforce internal efficiencies.





Strategic Cloud Migration

Illinois State University needed a solution to reduce system downtime, improve performance, and alleviate the burden on their IT team. After evaluating options, they turned to ERPA to migrate their PeopleSoft infrastructure to AWS. **“We got into a relationship with ERPA because we had confidence in their ability to help us leverage AWS and they had the transparency we were looking for,”** said Todd Smoak, ISU’s Executive Director of Technology Solutions.

Enhancing Performance & Stability

With the hosting capabilities of AWS, ISU optimized PeopleSoft for peak performance, eliminating system slowdowns during high-traffic periods like course registration. **“We used to have these calls every semester...now, we don’t need to have those startup worrisome points.”** Smoak shared. The seamless cloud transition freed up the university’s IT team to focus on high-value projects instead of infrastructure maintenance.

Scalability & Flexibility with AWS

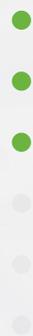
One of the biggest advantages of ISU’s AWS migration was the ability to scale computing resources on demand. “Thirty minutes later, all the services are coming up in a higher performing environment. It’s like, okay, I think that took care of it.” Smoak explained. This agility ensured that ISU could adapt its IT resources to meet evolving needs efficiently.

A True Partnership in IT Management

ERPA became an extension of ISU’s team, providing hands-on support while ensuring visibility into their AWS environment. “We skip all that fluff and go straight to a dedicated team that knows us. They know how we’re set up, they know how we work, they know what we expect and we work together to get that done,” Smoak emphasized. With ERPA’s expertise, ISU not only gained cloud efficiency but also future-proofed its PeopleSoft environment on AWS.

Conclusion

Illinois State University’s collaboration with ERPA demonstrates the power of a strategic partnership in modernizing enterprise applications. By leveraging ERPA’s expertise and the capabilities of Amazon’s public cloud, ISU achieved greater transparency, automation, and efficiency in its PeopleSoft environment. With a dedicated support team, seamless cloud migration, and a scalable infrastructure, ISU can now focus on delivering value to its students and staff—proving that the right partner makes all the difference in long-term operational success.



Key Takeaways

Strategic AWS Migration

Illinois State University partnered with ERPA to modernize its PeopleSoft environment with AWS, gaining transparency, flexibility, and improved system performance.

Eliminating Downtime Concerns

With ERPA's support, ISU moved away from emergency response calls and manual interventions, achieving stable and reliable system performance.

Effortless Scaling & Automation

ERPA's managed services enabled ISU to easily adjust system capacity, refresh environments with a click, and focus on maximizing PeopleSoft's capabilities.

Dedicated Team, Not a Ticket Queue

ISU benefited from a hands-on partnership with ERPA, working directly with experts who understood their environment rather than waiting in a support queue.

Key Quotes

“

We got into a relationship with ERPA because we had confidence in their ability to help us leverage AWS and they had the transparency we were looking for.

————— Todd Smoak —————

Thirty minutes later, all the services are coming up in a higher performing environment. It's like, okay, I think that took care of it.

————— Todd Smoak —————

We skip all that fluff and go straight to a dedicated team that knows us. They know how we're set up, they know how we work, they know what we expect and we work together to get that done

————— Todd Smoak —————

”

This case study highlights how ERPA's deep expertise, flexible collaboration, and proactive approach have optimized Illinois State University's PeopleSoft environment—proving the value of a strategic partner in enhancing performance, streamlining operations, and driving long-term success.

