



Transforming Higher Education Operations with Workday and ERPA – Kansas City University’s Success Story



Background

Kansas City University (KCU), one of Missouri’s largest medical schools, faced growing challenges with siloed legacy systems that limited collaboration and operational efficiency. To modernize processes and better serve its students and staff, KCU adopted Workday for HCM, Financial Management, and Student Information System. However, as their needs evolved, they turned to ERPA for expert support and tailored solutions to streamline workflows, optimize integrations, and fully leverage their Workday investment.

Problem Statement

Despite KCU’s successful Workday implementation, they faced significant challenges with siloed systems, inefficient processes, and limited integration support from their previous partner. Key issues included manual invoicing processes for student sponsorships, consuming hours of staff time, a lack of visibility and collaboration in the contract processing workflow, and resource constraints for Workday integrations, with support lead times exceeding 30 days. Ultimately, there was a need for a partner who could align with KCU’s mature Workday expertise and provide advanced solutions tailored to their unique requirements.

Solutions & Strategies:

To address Kansas City University’s unique challenges, ERPA implemented a tailored approach that combined technical expertise with a deep understanding of KCU’s operations. By leveraging Workday Extend, conducting an integrations audit, and automating manual processes, ERPA delivered solutions that streamlined workflows, improved efficiency, and enabled KCU’s internal team to focus on strategic growth initiatives.



Streamlining Contract Processing with Workday Extend:

KCU partnered with ERPA to create a custom Workday Extend application that addressed inefficiencies in their contract processing workflow. The new system consolidated contract submission, approval, and financial processes into one cohesive hub, reducing errors and delays. Ginger Harris, Director of Workday and Business Process Support at KCU shared, **“With ERPA’s help, we eliminated manual steps and created a streamlined process that ensures real-time visibility and accuracy throughout the contract lifecycle.”**

Automating Student Sponsorship Invoicing:

KCU’s student finance team was burdened by a manual invoicing process for student sponsorships that consumed hours each month. ERPA implemented customer invoicing within Workday, automating the workflow and saving significant time. **“Before this automation, our finance team spent countless hours creating invoices manually,”** Ginger noted. **“Now, we can issue invoices seamlessly and focus on more strategic tasks.”**

Conducting an Integrations Audit for Optimization:

With over 50 Workday integrations in use—some dating back to 2015—KCU struggled with outdated and redundant systems. ERPA’s integrations audit identified opportunities to simplify workflows, update deprecated templates, and prioritize high-risk integrations. **“ERPA provided detailed recommendations that made our system more efficient and reliable,”** Ginger explained. **“The audit was a long-overdue project that we couldn’t have tackled without their support.”**

Agility and Personalized Support:

One of ERPA’s standout qualities is their agility and personalized approach to support. During Workday Rising, KCU experienced an unexpected issue that required immediate attention. **“Even though our named ERPA contact was at the event, the issue was resolved that same evening,”** Ginger said. **“Their commitment to prioritizing our needs, no matter the circumstances, truly sets them apart.”**

Supporting Strategic Growth and Learning:

By tailoring their support model to KCU’s needs, ERPA empowers the university to focus on strategic growth initiatives. Their named resources not only provide technical solutions but also facilitate knowledge transfer, enabling KCU’s internal team to handle future challenges independently. Ginger reflected, **“ERPA meets us where we are, helping us grow while ensuring we maintain operational excellence.”**

Conclusion:

KCU’s partnership with ERPA has transformed its operations, streamlining workflows, improving collaboration, and enabling strategic growth. By addressing key pain points, automating manual processes, and providing agile, expert support, ERPA has empowered KCU to focus on innovation and long-term transformation.

KEY TAKEAWAYS:

Streamlined Workflows:

ERPA's Workday Extend solution improved visibility and reduced errors in KCU's contract processing.

Automation Efficiency:

Automating student sponsorship invoicing saved significant time for KCU's finance team.

Optimized Integrations:

ERPA's audit ensured system reliability and simplified complex workflows.

Agile Support:

Named resources provided responsive, knowledgeable assistance tailored to KCU's needs.

Collaborative Growth:

ERPA's partnership enabled KCU to focus on strategic initiatives while learning new skills.

KEY QUOTES

"ERPA helped us create a centralized hub for contract processing, transforming our workflow and saving time." - Ginger Harris

"Automating student sponsorship invoicing with ERPA's help has been a game-changer for our finance team." - Ginger Harris

"The named resources at ERPA truly understand our needs, making support seamless and efficient." - Ginger Harris

"Their integrations audit provided us with actionable recommendations that have strengthened our system reliability." - Ginger Harris

This case study showcases how ERPA's tailored support and innovative solutions enabled Kansas City University to optimize operations, streamline workflows, and focus on strategic growth, demonstrating the value of a dedicated Workday partner.