



CASE STUDY

Public University Does Its Homework for Improved Administration

Texas State University-San Marcos carefully studies the costs and benefits of new ERP software and decides to replace its campus-wide financial management and human capital management systems.



Opportunity

The university's primary administrative system was more than twenty years old and had been abandoned by the manufacturer. With nearly 38,000 students and more than 3,000 employees, this growing public university needed modern systems to help it streamline and integrate its financial management, human resources and payroll systems.



Imagining IT Differently

ISG worked with the university team to identify the functional and technical system requirements it needed in its ERP financial, HR and student information system software, which helped guide the RFP process and steer evaluations toward a best-fit service provider. To ease the transition to the new team, ISG mapped the university's current business processes and provided ongoing quality assurance and change management support.



Future Made Possible

- A strategic analysis of expected return on investment showing positive results by analyzing costs, tangible benefits and intangible factors.
- A comprehensive RFP for acquisition of software and system-wide integration and implementation services.
- A deep understanding of system requirements in each functional area.
- Documentation and analysis the university's business processes.
- Support for evaluating and negotiating software licensing/ subscription, annual maintenance agreements, and statements of work for services.
- Independent project oversight and organizational change management services for the duration of the implementation project.



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