Happy Campus

Washington and Lee University

Supporting a Successful ERP Implementation

Application Managed Services Frees Up IT Staff

When Washington and Lee University replaced its Colleague enterprise resource planning (ERP) system with Workday, it hired CampusWorks to provide Application Managed Services (AMS). With CampusWorks managing Colleague and third-party applications, the University's IT staff were able to focus their time and attention on the Workday implementation.

CampusWorks fostered a smooth transition by conducting onsite discovery, which included reviewing the University's Colleague management practices and documenting current IT service level agreements (SLAs), project initiatives, and support structures. This information was used to develop and execute a plan to transfer knowledge and operational management activities from the University's IT staff to CampusWorks.

Once the transition was successfully completed, CampusWorks provided 24x7x365 real-time remote monitoring and management of the Colleague environment via a cloud-based platform to ensure high-quality, proactive service.

CampusWorks provided AMS support for three years, during which time they ensured Colleague was configured to follow best practices and function optimally, applied security patches and maintenance updates, and provided timely support. This support enabled the University to successfully implement Workday, which will enhance its ability to support student success long term.

WASHINGTON AND LEE
U N I V E R S I T Y

▸ **Private liberal arts university**

▸ **Established in 1749**

▸ **Ninth oldest in the nation**

▸ **Enrollment: 1,800+ undergraduates**

▸ **210+ full-time faculty**

CHALLENGE

When Washington and Lee University wanted to replace its Colleague ERP with Workday but lacked the resources to manage both the current ERP environment and the implementation, it partnered with CampusWorks to provide additional support.

CAMPUSWORKS PARTNERSHIP

▸ Provided 24x7x365 monitoring and maintenance of the Colleague environment to ensure uptime and access

▸ Performed database administration functions, including security, performance tuning, SQL Server patching, and backup administration to ensure optimal operation

▸ Provided access to a dedicated client support and ticket portal

RESULTS

▸ **CampusWorks managed and maintained the legacy ERP environment** for three years

▸ **Successful Workday implementation** positioned Washington and Lee to support student success

CAMPUSWORKS

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