



Shared Services

Reach Your Institution's Full Potential

Colleges and universities face a difficult balancing act. On one side, many institutions are feeling financial strain from budget cuts and pressure to control tuition and fees. On the flip side, costly demand for IT services and the pace of technological change are accelerating at an unprecedented rate.

For many leaders, Shared Services are becoming not just a choice but an essential strategy for ensuring institutional sustainability and educational accessibility.

What Are Shared Services?

Shared Services represent a collaborative model in which functions or processes, previously performed independently, are now centrally provided to support multiple institutions. This model is not just about resource management; it's about optimizing services to be as efficient and effective as possible, lifting administrative burdens and allowing institutions to focus more on student success and completion.

SHARED SERVICES BENEFITS

- ▶ **Cost Savings & Improved Scale:** Share the cost of expensive enterprise systems and centralize back-office processes to achieve economies of scale, allowing for reinvestment in core educational missions.
- ▶ **Enhanced Opportunities:** Provide services and resources that might be unattainable individually, especially for smaller or rural colleges.
- ▶ **Operational Excellence:** Improve business operations while delivering outstanding service to your campus community.

Shared Services in Action:



Green Mountain Higher Education Consortium (GMHEC)

CampusWorks facilitated a shared ERP transformation initiative for three neighboring private institutions in Vermont: Middlebury College, Chaplain College, and Saint Michael's College. CampusWorks' ERP experts led workshops and listening sessions for leaders across the colleges to understand the current ERP landscape and gather insights on current performance and improvement areas. Their findings led CampusWorks to recommend that GMHEC pursue two distinct solutions—one for finance and human capital management and another for advancement. CampusWorks led the development of two comprehensive RFPs reflecting the collective needs of the colleges and assisted in evaluating vendor responses and demonstrations. All three colleges unanimously decided to implement both solutions, and CampusWorks oversaw the successful implementation and rollout.



Vermont State Colleges

CampusWorks conducted an assessment and guided the development of a new shared services entity for three diverse Vermont private colleges. This initiative unified financial and human resources business processes, paving the way for a state-of-the-art cloud-based Finance and HCM/Payroll system. Now in operation, the colleges enjoy shared procurement, payroll, and IT support services, marking a new era of collaborative efficiency.



Arizona Community College Coordinating Council (AC4)

CampusWorks conducted a feasibility assessment to determine the viability of a shared service environment for six independent Arizona community colleges to purchase, implement, and share a new cloud-based ERP/SIS solution. CampusWorks' unbiased perspective determined that of the six, only two institutions were positioned to move forward with a new system. Today, CampusWorks is working with those two institutions to help them transition to a new, shared solution.



Collaborative for Higher Education Shared Services (CHES)

CampusWorks is supporting a comprehensive shared services entity that started with five—and has now expanded to six—independent community colleges in New Mexico. This consortium, serving a diverse student population, has unified various business functions and is already benefiting from a shared cloud solution for Finance and HCM/Payroll. The operation continues to grow, encompassing shared services in Payroll, ERP/SIS support, and comprehensive change management programs, with plans to expand into Financial Aid and cybersecurity.

Minnesota State

CampusWorks' state-wide assessment led to the unification of major business processes among Minnesota's 30 colleges and seven universities, resulting in an RFP for a new cloud-based ERP/SIS system. CampusWorks facilitated the project through the evaluation and selection of the new shared ERP solution, which is currently in the implementation phase.



North Carolina Community Colleges System

CampusWorks conducted a comprehensive assessment of the unique ERP environments operating across 58 institutions in the North Carolina Community College System. The resulting recommendation for a unified cloud-based ERP/SIS system is set to transform the way these colleges operate, streamlining processes and enhancing efficiency.



Oregon Community Colleges Association

CampusWorks conducted a Technology Assessment for eight geographically dispersed, independent Oregon community colleges, which led to the development of an ERP RFP supporting their consortium procurement strategy. This assessment was crucial in determining the best path forward for replacing an outdated homegrown ERP system with a modern, cloud-based solution.



Virginia Community College System (VCCS)

CampusWorks conducted a state-wide cybersecurity assessment, encompassing 23 community colleges, an existing Shared Services Center, and the System Office. This project focused on unifying security policies and procedures under a shared services data governance framework, enhancing the overall security posture of the colleges.



State University of New York (SUNY) Community Colleges

CampusWorks coordinated the development of a shared services operation for institutional research across three SUNY community colleges. This collaborative project allows each institution to contribute to and benefit from a comprehensive research and planning office, enhancing their analytical and reporting capabilities.





Getting Started with Shared Services

Launching a shared services initiative requires thorough planning and analysis, involving business process reviews, development of shared procedures, a governing charter, and funding allocations. CampusWorks can guide you through this journey:

- ▶ Shared Services Assessment
- ▶ Shared Services Governance and Management
- ▶ Software Evaluation, Selection, and Implementation
- ▶ Process Reimagine & Redesign
- ▶ Staff Augmentation

Why CampusWorks?

Our track record speaks for itself. With two decades of experience leading Shared Services initiatives in higher education, CampusWorks is not just a service provider; we are your partner in transformation.

- ✓ **Focused on higher education** CampusWorks' exclusive commitment to addressing the needs of higher education ensures that our services will be planned and executed with an eye toward the unique needs of your institution.
- ✓ **Fierce independence** CampusWorks is one of the very few firms that can still say we are completely vendor neutral. We have no financial relationships with any software/ERP or hardware vendors. We purposely do not partner in order to remain completely unbiased in our recommendations to our clients.
- ✓ **Happy clients** We are honored that our clients are our biggest fans. And we encourage you to talk with them to learn how we collaborate and deliver superior deliverables and tremendous value throughout our engagements.

Ready to Reach Your Institution's Full Potential?

The first step is a conversation about your vision and goals. Let's talk!

▶ [*Book your free consultation.*](#)



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