

Customer Success Story

Bushnell University Implements Jenzabar ERP On Time and On Budget During COVID-19

About Bushnell University

Located in Eugene, Oregon, Bushnell University is a private, Christian liberal arts college that supports 800 full-time students. bushnell.edu

Core ERP Challenges

- ▶ Existing solution was not higher education-oriented
- ▶ Lack of best practice knowledge led to longer, inefficient processes and workarounds
- ▶ Minimal online self-service capabilities left students wanting more

Project Outcomes

- ▶ Implemented Jenzabar One 100% on-time, on-budget during COVID-19 pandemic
- ▶ Deployed Jenzabar One, a comprehensive platform built for higher education institutions and designed to meet modern student expectations
- ▶ Consolidated core systems to minimize data silos and streamline operations
- ▶ Expanded self-service capabilities to address students' online needs
- ▶ New partnership with Jenzabar built long-term, experienced consulting relationship



Today's higher education environment requires institutions to be agile and capable of supporting long-term relationships with constituents without compromising the bottom line or operational efficiency. As such, small and large colleges and universities alike need flexible, scalable, and cost-efficient enterprise resource planning (ERP) systems that can support and grow alongside the institution over time. For this reason, Bushnell University relied on Jenzabar's on-time, on-budget implementation of Jenzabar One, a modern, unified ERP system.

Bushnell University, formerly Northwest Christian University, enrolls 800 full-time students in Eugene, Oregon. Prior to leveraging Jenzabar One, Bushnell University was experiencing challenges with its legacy ERP. Not only was the platform discontinued and losing support as a result, but the solution lacked many capabilities that Bushnell University identified as critical, such as sufficient student self-service functionality and a robust web portal.

The move to Jenzabar One made sense and it seemed like everything was going as planned; Jenzabar worked closely with the Bushnell University team to showcase best practices, establish long-term goals, and demonstrate product capabilities that would allow staff to focus on students instead of technology. Then the unthinkable happened: the higher education landscape came to a screeching halt because of the COVID-19 pandemic.

Pressing Forward Despite the Pandemic

The pandemic certainly shifted expectations and Bushnell was given the option to delay the implementation but decided against it. Putting Jenzabar to the test, Jenzabar's Implementation team pressed forward and continued to meet with the Bushnell team to discuss the planning process, how to set up the system, how to train users on the new platform, as well as post-implementation operations.

Because of the travel ban and security reasons, Jenzabar's Implementation team was unable to visit the Bushnell University campus to support the implementation in person. Instead, meetings were shifted to an online format via Webex. Interestingly, not traveling led to increased efficiency for both the Bushnell University and Jenzabar teams, as meetings stuck to the schedule and were more direct in nature.



It has been refreshing to work with an experienced team that understands the product, can relay best practices that align with our goals, and can deliver such a robust system within our time and budget expectations.

Stead Halstead
Director of Technical and Physical Operations
Bushnell University

Jenzabar, Inc.
101 Huntington Avenue
Suite 2200
Boston, MA 02199, USA

Find out more

☎ 1.800.593.0028
✉ info@jenzabar.com
🌐 jenzabar.com



Overall, the Jenzabar One implementation at Bushnell University was completed on time and on budget, allowing staff to focus on critical operations and students, rather than a complex technology deployment. The use of Jenzabar One at Bushnell University has also led to several business process improvements and operational efficiencies.

"It has been refreshing to work with an experienced team that understands the product, can relay best practices that align with our goals, and can deliver such a robust system within our time and budget expectations," said Stead Halstead, Director of Technical and Physical Operations at Bushnell University.

Using a Reliable Platform That Supports Staff and Students

One of the reasons that Bushnell University selected Jenzabar One was because of the rate of development and completeness of the platform. Jenzabar One is a holistic ERP system that was built for higher education institutions and designed to help campuses of all sizes address the needs of today's modern, digital students.

Jenzabar One helped Bushnell University restructure and establish new, efficient operations that were beginning to incorporate bad habits and workarounds due to the lack of capabilities in the legacy system. Using Jenzabar One, Bushnell University was able to streamline its tech stack and move away from disparate products that were not compatible or fully integrated. Jenzabar One also delivered a more robust self-service web portal for students and faculty, which delivered functionality and capabilities that students were looking for.

Additionally, Jenzabar stepped in as a true partner for Bushnell University. Jenzabar's Consulting team took on the role of strategic advisors and trusted partners by sharing knowledge of best practices and deep domain expertise acquired through decades of combined experience in the higher education market. Since deploying Jenzabar One, Bushnell University has seen significant improvements to operations and student satisfaction.

