



From Siloed to Strategic with JAGGAER: How Columbia University Found Efficiency in an Environment of Disruption

Vertical

Higher Education

Location

New York, NY

Size

- 35,978 students
- 19,600 faculty & staff

Featured Product Families

-  JAGGAER One Platform
-  eProcurement
-  Invoicing
-  Sourcing
-  JAGGAER Adopt

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Executive Summary

Columbia University has redefined procurement through a bold digital transformation. At a time when fragmented systems, manual processes, and inefficiencies were undercutting cost savings and strategic oversight, the 270-year-old institution turned to JAGGAER to drive operational overhaul and innovation. The result was a renewed procurement function that is widely viewed as more intuitive, cost-effective, and able to adapt to various disruptions.

The Challenge: Outdated Procurement, Turbulent Times

Like many institutions in Higher Education, Columbia University was grappling with outdated systems. “Procurement was both manual and siloed,” said Terry S. Park, Executive Director of Finance Information Systems, Columbia University. “End users and procurement teams across multiple campuses struggled in different systems and with no way to share data or resources.”

In 2024, the situation worsened when Columbia faced the loss of \$400 million in research grants, forcing the university into strict budget constraints, including cuts to research and infrastructure that impacted their mission and the institution’s long-term prospects.



“The consequences of doing nothing were costly: poor user adoption, redundant processes, and missed university-wide savings opportunities.”

Ron Moraski, Vice President of Procurement Services, Columbia University

Why JAGGAER

JAGGAER One is an intelligent source-to-pay and supplier collaboration platform, and the catalyst for enhancing human decision-making to accelerate business outcomes. Columbia University leveraged JAGGAER’s eProcurement, a fully integrated, end-to-end comprehensive and configurable procurement marketplace that ensures adoption, to improve governance and eliminate maverick spending.

The Solution: A Phased eProcurement Rollout

Rather than a protracted digital transformation, Columbia's procurement and finance leadership embraced a phased, pragmatic rollout strategy. Phase one comprised Marketplace and Invoicing; phase two included Requisition and Contract Management; and phase three is focused on Sourcing and Digital Invoicing.

JAGGAER was selected for its track record of excellence in Higher Education, as well as the customizability of its solution for teams needing quick results and added support for overburdened staff. With JAGGAER, Columbia gained a shared, easy-to-use marketplace for punchout and catalogue suppliers, along with step-by-step embedded guidance from Adopt Premium to speed onboarding and simplify support. The solution also included custom approval workflows, so non-technical executives and other stakeholders also had access and could see incremental improvements in cost and efficiency.

Results: Elevating Expertise, Reducing Cost

The transformation delivered results that extended beyond simple ROI. With JAGGAER eProcurement and Adopt Premium, Columbia University achieved:

- **Rapid Marketplace Adoption:** Within weeks of going live, Columbia saw broad user engagement.
- **Process Stabilization:** Legacy inefficiencies gave way to smoother, transparent workflows.
- **User Empowerment:** Even senior execs with no prior training could complete transactions effortlessly.
- **Reduced Support Needs:** Thanks to intuitive UI and Adopt's real-time guidance.
- **Strategic Perception:** Procurement is no longer viewed as a back-office function, but a strategic enabler, thanks to shared resources and the ability to negotiate with suppliers for better prices.

In the wake of budget reductions and institutional scrutiny, the procurement team continued to lean into operational efficiency and cost reduction as a response mechanism. Columbia is also exploring a shift from a fully decentralized model with "Centers of Excellence," where specialized procurement professionals support multiple departments. It's a strategy aimed at elevating expertise and reducing transactional costs.

Looking ahead, Columbia plans to roll out Sourcing and digital invoicing next. JAGGAER's AI tools—such as automated category code suggestions and guided buying—are also under consideration.



Ready to chat about the impact we can make together?

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