



Northeastern State University Improves Efficiency with eProcurement and Invoicing Solutions from JAGGAER

Vertical

Higher Education

Featured Product Families

- JAGGAER One Platform
- eProcurement
- Invoicing

Location

Oklahoma, USA

Size

Nearly 9,000 students annually

About Northeastern State University

Founded in 1909, Northeastern State University (NSU) is Oklahoma’s fourth-largest public four-year institution and one of six regional institutions governed by the Regional University System of Oklahoma board. The university serves a learning hub in northeastern Oklahoma formed by three campuses: the main campus in Tahlequah and branch campuses in Muskogee and Broken Arrow which together serve nearly 9,000 students annually. Some notable programs include optometry, teacher education, and accounting.

The purchasing department at NSU needed a faster and more efficient procurement system to facilitate and streamline payment processes. This is where JAGGAER came into play with its procure to pay (P2P) solution, which integrated with NSUs current enterprise resource planning (ERP) system from Ellucian (Banner and Ethos) to augment and increase efficiency. NSU initially implemented JAGGAER’S eProcurement and Invoicing solutions to resolve inefficiencies and cumbersome tasks.

The Challenges

According to Austin Rosenthal, Director of Business Affairs, Northeastern State University, the biggest complaint he had in purchasing was that the process took too long. It would take NSU roughly four days to get a purchase order from the purchasing department which was something Austin believed could be done in less time. Achieving maximum efficiency for the NSU purchasing department was the goal, and as an added benefit, it also means faculties/departments get their materials quicker.

The existing purchasing process was cumbersome, and management had difficulty training employees on how to use the old system. NSU was in search of a way to monitor processes better and reduce the amount of work in other areas that were still plagued by manual processes and paper documents.

Limitations and Disadvantages of Old Process:

- NSU was still using paper purchase orders (POs) through a manual process.
- There were no notifications when items had to be approved.
- Due to the cumbersome approval process, the NSU Purchasing Department would take four days to get something approved, and even longer for some approvers.
- There was no clear indication for approvers to know when they needed to approve something, or which items need approval.
- The documentary repository did not fully meet the needs of NSU’s Purchasing Department.
- The Purchasing Department needed to use six different interfaces to do one thing.
- Finding information was sometimes a challenge.

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. Northeastern State 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

The eProcurement and Invoicing solutions from JAGGAER operate in perfect unity, providing Northeastern State University (NSU) with the tools and visibility they need to operate more efficiently in their Purchasing Department. As Austin recalls, the stark contrast of their new optimized Accounts Payable (AP) processes is “like night and day” compared to the system they were previously using.

Operating from a more centralized system, NSUs Purchasing Department can easily access the information and data they need to make better informed decisions and manage their time more efficiently which leaves room to accomplish other important tasks at hand.

After using their previous AP system, Austin concluded that it was a good system, but that NSU needed something better and revolutionary. This is where JAGGAER stepped in to fill in the gap and

was a suitable solution for the Purchasing Department’s need for a new system. Now, with JAGGAER eProcurement and Invoicing, NSU is taking full advantage of its functionality along with its features, and Austin feels that it aligns with the current needs of the Purchasing Department.

A Seamless Integration (Banner/Ethos)

JAGGAER’s Integration-as-a-Service (IaaS) utilizes a web services hub to connect source-to-settle business automation solutions to NSU’s existing Banner ERP System from Ellucian and business applications. [Integration via JAGGAER](#) also enabled NSU to benefit from XML messages, comma-separated value (CSV) flat files, or both (for some integration points). Data is transmitted directly between JAGGAER and NSU’s system using standard JAGGAER XML messages or flat files.

The integrations implemented for NSU’s procurement department are listed below:

Integrations	Integration Method
Single Sign On (SSO)	JAGGAER Standard (SAML)
User Synchronization	JAGGAER Standard XML Messaging
Supplier Import	JAGGAER Integration-as-a-Service (Ethos)
Custom Field Import (FOAPAL Values)	JAGGAER Integration-as-a-Service (Ethos)
PR Validation	JAGGAER Integration-as-a-Service (Ethos)
PO Export	JAGGAER Integration-as-a-Service (Ethos)
Invoice Validation	JAGGAER Integration-as-a-Service (Ethos)
Invoice Export	JAGGAER Integration-as-a-Service (Ethos)
Invoice Payment Status Import Update	JAGGAER Standard XML Messaging

Ethos Supplier Import Integration

NSU is JAGGAER’s second customer using the standard Ethos/Banner integration via webMethods. However, they are the first to use the Ethos Supplier Import integration:

[ETHOS - Integrations Transition Profile - webMethods Supplier Import Checklist - Professional Services - JAGGAER - Confluence](#)

The Challenge & Success

For NSU, Ethos was challenging as their Ethos expert resigned and NSU needed some Ellucian support. NSU currently uses the self-service banner for procurement. They wanted a tool that was user-friendly, that offered a seamless process between purchasing and invoicing, and they found the solution at JAGGAER.

The Future of eProcurement at NSU

As NSU makes strides toward a bright future, the university is seeking to be more digitized as almost everything today can be done online via software, programs, and applications. Having full visibility and control over spending processes is a top-tier item for NSU as the university is constantly on

the lookout for future trends, changes in the marketplace, and how to best adapt to ever-changing and dynamic environments in both internal and external capacities.

One of NSU’s ambitions is the desire to gradually improve processes overtime that will lead to even more cost-effective outcomes and efficient time management. With the advent of remote work that is becoming an alternative “norm” throughout various industries, including higher education, NSU wants to ensure that digital processes are in place to adhere to possible workplace changes. “JAGGAER is giving us the visibility we need to bring our spend under management, which means better value for faculty, students and NSU as an institution,” Austin concludes.

“The biggest thing is time, to maintain expectations and manage our time more effectively.”

Austin Rosenthal, Director of Business Affairs

Bottom-line Results that Make a Difference

- Using JAGGAER eProcurement, Northeastern State University achieved full digitization of purchase orders and eliminated the use of paper formats.
- Able to get a PO out in 1-2 days compared to the previous 4-5 days.
- Achieved considerable time savings in approving and processing items.
- Able to identify opportunities for discounts and ROI in relation to supplies, equipment, and other items via punch-out interface.
- Gained full visibility to track employee activity, the approval process, and monthly spend data.
- Ability to create approval queues and monitor processes better.
- Able to see information in a centralized platform that is easily accessible eliminating the need to go through four to five different interfaces.

