

ThoughtFocus Helps Accelerate Digitization and More

- Recognized as One of America's Top Universities
- Renowned for Superb Teaching and Innovative Research
- More than 450,000 students and 50,000 faculty and staff

CHALLENGE

A growing and complex organization

This public university system has more than 20 campuses and eight off-campus centers. It is one of the largest four-year public university system in the United States. The University system faced multiple challenges across different campuses at different points in time. These challenges are diverse and required a partner capable of providing a variety of services across multiple areas of specialization including ERP, analytics, chatbots, cloud support and migration, digitization, and more.

SOLUTION

A long-term technology relationship

ThoughtFocus has worked with this state university and its various campuses and departments for the last 12+ years and has successfully delivered multiple projects across the entire gamut of technology, services, and innovation. Projects include ERP, cloud migrations and support, PeopleSoft/Oracle development and consulting services, OBIEE Reports Development, analytics, AI (Artificial Intelligence), financial services integrations, and more. Additional work has been performed in learning analytics, student success, and student information analytics.

RESULTS

12+
YEAR
PARTNERSHIP

55 -70%
GRADUATION
RATE
IMPROVEMENT

23
CAMPUSES
SERVED

REDUCED
SYSTEM
DOWNTIME

ThoughtFocus is committed to success. We are a committed partner with a flexible and consistent source of technology and innovation expertise.

TIMELINE

2008
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2017

Developed a survey tool to capture student feedback, Peoplesoft ERP implementation across multiple campuses, supported data warehouse enhancements and reports.

2016
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2017

Implemented a student analytics system to provide insights into courses to be taken, financial status, and risk identification alerts to increase graduation rates.

2017
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2019

Implemented YANA, the AI-based chatbot to act as a digital concierge to students. Migrated data warehouse to the cloud.

2020
|
2021

Implemented YANA Omni-channel contact center which provided chat-based information to students attending virtually. Connected students with staff resources remotely.

2020
|
2021

Digitized various workflows for key activities so that students and staff could complete various processes remotely.

BENEFITS

A flexible and agile team



PeopleSoft services: **reduced costs** and improved operational efficiencies.



Student analytics: helped **increase graduation rates** from 55% to 70% and reduced financial waste.



ThoughtFocus **improved the digital experience** for millennial students using AI chat to reduce the workload on front-line support staff.



Multiple cloud projects **reduced system downtime** and provided cost savings from the retirement of legacy systems.

ThoughtFocus helps forward-looking companies innovate. We are a technology leader in financial services and manufacturing. Our innovative and cutting-edge technology solutions enable new capabilities to be deployed faster, deliver better user experiences, and reduce operating costs. We do this through executional excellence, guaranteeing innovation, and mitigating the risk of change. ThoughtFocus has a single mission – helping you achieve a better future faster.

We are a US based privately held company funded by Blackstone with over 2300 employees across offices in 5 different countries.