



University of Saint-Boniface forges a digital transformation with OneWorldSIS and Microsoft Power Platform



The University of Saint Boniface (USB) is a prestigious higher-education French Canadian institution in Winnipeg, Canada, founded in 1818 with a current Degree Program student enrollment of 1300 and Continuing Education enrollment of 4,500.

Customer
University of Saint Boniface
www.ustboniface.ca

Products and Services
OneWorldSIS
OneWorldSIS Portal
Dynamics 365 CE
Dynamics Finance & Operations
Dynamics for Marketing
Microsoft 365

Industry
Higher Education
Continuing Education

Student Enrollment
4500 - 5800

Country
Canada

OneWorldSIS
www.oneworldsis.com



As with many institutions during the last few decades, USB implemented a local area network running purpose-built solutions that provided the ability to manage the schools day-to-day operations. These systems were upgraded over the years, however, at their core foundation, the platform technology was not engineered to evolve as a true digital SaaS solution and USB faced declining user productivity, continued obsolescence and significant expense maintaining the on-premises infrastructure. USB organized a committee to review and identify the current challenges and made the decision to embark on a digital transformation journey.

Requirements Review

During the review and solution analysis process, as an existing Microsoft educational client, they focused their efforts on solutions built on the Microsoft Digital Cloud. The review process included an in-depth analysis of available student management applications in addition to defining an initial requirement outline. They were also facing provincial requirements that any new student systems to be available in both English and Canadian French.

Selection of OneWorldSIS

Based on a review of the extensive due diligence and requirements validation, the consensus of USB's selection committee was that the OneWorldSIS Student Information System, and Dynamics Finance and Operations, best met their functionality requirements and long-term technology vision. The decision was made to proceed with the first phase focused on implementing Microsoft Dynamics for Finance and Operations while configuring OneWorldSIS to meet the initial MVP Requirements. This effort was fast-tracked with Dynamics Finance and Operations and OneWorldSIS Student Information System implemented within nine months, rolling out enhanced functionality that was not available with their existing setup including a new React JS Azure-based Student Portal.

Implementation

Once the first operational phases were in place the decision was made to proceed with migrating the existing housing solution to the OneWorldSIS housing module, which was completed in less than 60 days. The existing Power Automate Invoice Batch Workflows were updated to include housing charges for residential students as part of the regular batch processing and updating to Dynamics Finance and Operations.

Planning for the Future

Future phases include implementing Dynamics for Marketing to enhance marketing efforts including managing the lead journey, direct marketing campaigns, and event management in addition to replacing the Continuing Education application portal site.

Summary

The University of Saint Boniface envisioned a digital future and through solid leadership, strong determination and project management, has achieved a number of key visionary milestones while replacing their existing system which is a major achievement. They organized an experienced team of key users and stakeholders and stayed engaged, committed the time, and provided the assistance needed in working with the teams from Alithya and OneWorldSIS to reach the key project objectives. USB has achieved improved operational efficiencies with greater student engagement and knows it is just touching the surface of what the platform is capable of.

Productivity Gains for the University of Saint Boniface

- USB launched a new React JS Azure-based Student Portal where the Students can review and update demographic information, see listed classes and degree programs, and perform standard student activities. The existing student system was never fully implemented and lack needed functionality which required the registrar's office to handle a significant amount of communications and paperwork management.
- Implemented Power Automate Flow processes to automatically manage student enrollment in classes which was previously done manually.
- Implemented Power Automate Flow processes to automatically batch import and add external transfer credits to a student's record rather than entering individually.
- Implemented a new bi-directional Moodle LMS integration that synchronizes Grades and Class Enrollment to student records which was previously done with a manual import.
- Implemented Power Automate Flow processes to successfully award Scholarships and add them automatically to the invoicing routines that eliminated the previous need to email the finance department and have the transactions entered manually.
- Implemented Power Automate Flow processes that automatically generate invoices based on various billing criteria including Career, Degree Program and Department selection that then post and display in the Student Portal.
- Implemented Power Automate Flow processes to add Late Fees in batch and apply the correct late fee based on balance remaining and assign holds automatically to students.
- Creation of new collaborative processes have been implemented between the different departments that now allows them to surface real-time finance and student records within Microsoft Teams. This has allowed the staff to be more productive when meeting and increased their ability to focus on the key metrics that drive the overall institutional excellence.
- With the migration to the one native digital environment USB now has one consolidated source for records utilized by all departments with a single sign on which has eliminated previous manual efforts to compile data from multiple sources and electronic documents.
- USB replaced their existing legacy application portal with a new end-to-end application system that manages the information and documents entered by the applicant with related follow up checklist items. They were able to significantly reduce the amount of time it takes to process applications, with all activities now tracked automatically and workflows enabled to manage day-to-day processing and admission acceptance.