



## The Right PeopleSoft Managed Services Partner Makes All the Difference

After years of working with PeopleSoft managed services partners that always seemed to fall just a bit short of expectations, Ann Bushnell and the CorVel team were ready to find a partner invested in CorVel's success. Their search brought them to ERPA, where dedicated PeopleSoft experts have remedied many of the challenges CorVel was experiencing with their application and have set CorVel on the road to continued success.

### Success at Last

Ann Bushnell is the Business Systems Manager for CorVel Corporation, a national provider of risk management solutions for the workers' compensation, auto, health and disability management industries. A 20 year veteran of the company, Bushnell manages CorVel's accounting systems and is part of a lean team of three individuals responsible for managing all things PeopleSoft. With employees nationwide, over 500 users, and oversight of other software like Concur and TripActions, Bushnell's team has its hands full.

That's why the right PeopleSoft managed services partner is so critical to CorVel. While they had good working relationships with previous providers, something always just missed the mark. With one partner, CorVel saw their level of service decline following an account management shake-up; with another, performance issues and cost overruns marred CorVel's 9.2 upgrade and subsequent PUM image update.

A change was needed. After an extensive evaluation process, CorVel selected ERPA as the managed services partner to once again set it on the right path with PeopleSoft.

Within two months of kicking off the relationship, the ERPA team had already identified and fixed the root cause of lingering outages and helped CorVel remediate some of the vulnerabilities in its application.

Bushnell has been particularly pleased with ERPA's depth of expertise, commenting that ERPA does not utilize the one-size-fits-all resource approach she saw from previous partners; rather, ERPA provides the right resources for the right need, with experts by pillar and by function.

And perhaps her biggest relief to date? CorVel can focus on its most strategic initiatives, knowing that its PeopleSoft application is in good hands. Bushnell says, "The proactive approach that ERPA takes, always looking at the patches that Oracle puts out, means CorVel doesn't have to fight fires."

### THE CHALLENGE

A lean internal accounting systems team who had lost faith in previous managed services providers.

### THE SOLUTION

Engaging with ERPA for PeopleSoft managed services and for correction of issues from previous providers.

### THE OUTCOME

Application vulnerabilities and performance issues remediated, reliable expertise by function that frees up CorVel's time and resources.



*The proactive approach that ERPA takes, always looking at the patches that Oracle puts out, means CorVel doesn't have to fight fires.*

Ann Bushnell  
Business Systems Manager  
CorVel Corporation