CASE STUDY

Streamlining Deployment and Implementation
with George Brown College

The Challenge: Legacy Customizations and Administrative Inefficiencies

George Brown College faced significant challenges with its previous student payment system, which relied heavily on outdated customizations. These modifications created multiple barriers to effective operation:

- **Customization Complexity:** With extensive, outdated custom code, even minor updates required intensive labor, limiting the institution's ability to scale or implement new features.
- **Manual Processes and Inefficiencies:** Staff had to conduct regular manual checks for payment errors, resulting in over 15 hours per month devoted to reconciliation and troubleshooting.
- **Resource Constraints:** The IT team was overstretched, focusing significant time and resources on maintaining a fragmented system rather than innovating or enhancing services.

> "The legacy system's reliance on customizations limited our ability to update processes and created ongoing inefficiencies for both our team and students."
>
> **Diana Golestaneh Araghi**
> Manager of Enterprise Applications

Institution Overview

1967
Founded

30,000+
Student Population
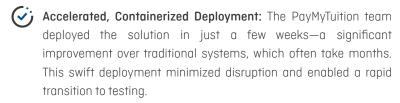
Toronto, Ontario
Location

Ellucian Banner
SIS Integration

Key Features Driving Deployment Success

- **Ellucian Banner Integration:** Direct compatibility with George Brown's SIS reduced the need for extensive adjustments, making the deployment seamless.
- **Responsive Technical Assistance:** The PayMyTuition team maintained regular check-ins and promptly addressed challenges, ensuring a smooth transition.
- **Streamlined Testing Phase:** Fast deployment allowed George Brown College to begin testing ahead of schedule, expediting the go-live process.

The Solution: Fast-Track Deployment with PayMyTuition

George Brown College chose PayMyTuition for its seamless integration with Ellucian Banner and a containerized installation model that minimized setup time. The implementation aimed to streamline payments, payment plans, and refunds within a modern, adaptable system.

✓ **Accelerated, Containerized Deployment:** The PayMyTuition team deployed the solution in just a few weeks—a significant improvement over traditional systems, which often take months. This swift deployment minimized disruption and enabled a rapid transition to testing.

✓ **Reduced Dependency on Custom Code:** By moving away from customizations, PayMyTuition's standardized APIs allowed the college to rely on a future-proof solution without compromising on functionality or flexibility.

✓ **Enhanced Technical Support:** Throughout the project, PayMyTuition provided hands-on guidance and collaborative problem-solving, keeping implementation on track and addressing issues in real time.

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> "GBC partnered with PMT to offer our students Payment Plans, which has provided greater flexibility and improved communication for all involved. It has helped manage student expectations more effectively, address emerging needs, and ultimately enhance student satisfaction,"
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> **John Fernandes**
> Sr. Manager, Student Financial Services
> Office of the Registrar
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The Results: Accelerated Deployment and Operational Benefits

With PayMyTuition's integration, George Brown College experienced a significant reduction in deployment time and operational strain:

✓ **Deployment Time Savings:** The college transitioned to testing and live operation within weeks, saving at least two months compared to prior system rollouts.

✓ **Resource Reallocation:** Freed from time-consuming custom code maintenance, IT staff redirected over 20% of their time to other strategic projects.

✓ **Improved Workflow for Departments:** PayMyTuition's seamless integration reduced the administrative burden on staff, resulting in increased satisfaction across departments.

"This deployment was one of the smoothest we've seen," noted Jerry Sun. "PayMyTuition's support allowed us to focus on larger institutional goals with confidence in our payment processing."

Conclusion

Implementing PayMyTuition transformed George Brown College's payment processes. Through fast-tracked deployment, reduced customization needs, and dedicated support, PayMyTuition provided George Brown with a reliable, adaptable payment system that aligns with the institution's long-term objectives.