



Embry-Riddle Aeronautical
University
Daytona Beach, FL
www.erau.edu

Industry:

Education & Research

Annual Budget

\$255 Million

Employees:

4,310 Full-Time and Part-Time

Oracle Products & Services:

Oracle Identity Management Suite
Oracle Internet Directory
Oracle Portal
Oracle Fusion Middleware
Oracle E-Business Financials
Oracle E-Business Human
Resources

“Oracle helps us walk the tightrope of safeguarding privacy and data while maintaining the openness required to run a university. This balance is vital to achieving our strategic mission to deliver education in an on-demand world.” – Eric Fisher, Director, Middleware & Web Content Services

Embry-Riddle Aeronautical University Improves Security, Privacy, Accessibility, and Productivity with Oracle Campus Identity Management

Embry-Riddle Aeronautical University specializes in aviation and aerospace education and research, offering more than 30 degree programs to its 34,000 graduate and undergraduate students annually. Founded just 22 years after the Wright brothers' first flight, Embry-Riddle today is a global university with residential campuses in Arizona and Florida and more than 130 academic centers worldwide.

Challenges

- High demand for online, self-service functionality to geographically-dispersed constituents
- High standards for security and privacy
- High-risk constant churn of students and constituents
- Need to balance security with business and academic openness

Solution

- Achieved Single Sign-On for faster access to services and productivity for students and employees, resulting in \$582,492 annual cost savings/cost avoidance
- Recovered more than 13,000 staff hours annually
- Improved faculty and student customer service and satisfaction by allowing account creation 10 days prior to start of classes
- Improved productivity by reallocating staff from manual to high-value tasks worth \$300,000 annually
- Eliminated orphaned accounts, saving \$125,863 annually
- Improved self-service lowered help desk support and saves \$156,630 annually
- Reduced help desk staff by 86% each semester through secure, automated conversion of applicant to student role
- Reduced time required to grant system access to 30 minutes, down from 2-3 days
- Replaced manual provisioning system and improved security and privacy by centrally monitoring and auditing employee access to sensitive data, improving control over access to sensitive data, and consistently enforcing security policies

“This has fixed so many problems and really streamlined how we do our business; it is great! We can spend time providing our students service and not chasing problems.”

- Pamela A. Thomas, Director of Enrollment Management