

SUCCESS STORY: UNIVERSITY OF MAINE

Revolutionizing The Digital
Course Material Experience



UNIVERSITY OF MAINE

The University of Maine stands as a beacon of educational excellence across multiple campuses, managing a sophisticated network of bookstores that directly impact student success. The university also supports a thriving campus retail operation, including its bookstores, which play a key role in providing educational resources, merchandise, and technology products to students, faculty, and staff. With over 200 retail and administrative professionals serving bookstores across multiple locations, including the flagship Orono campus and satellite stores, they needed a solution that could match their scale and ambition.

THE CHALLENGE

When Manual Processes Hinder Educational Excellence

- The university's course material management system wasn't keeping pace with their growing needs. Despite having NetSuite in place, the nuances of their setup created unexpected hurdles.
- As their systems administrator explained: "We found out that our two NetSuite systems work just differently enough that a manual setting change wouldn't get me where I needed to be."
- They faced several critical challenges:
 - Students losing access to course materials during updates
 - Staff overwhelmed by manual data entry for course sections
 - Growing course offerings straining existing systems
 - Visibility issues between NetSuite and their website

THE SOLUTION

From Manual to Automatic

- After learning about a successful implementation at the University of Arizona, Maine's team saw a path forward. In their words: "The University of Arizona had 79Consulting set it up to do exactly what we were trying to achieve - but with much less manual effort!"
- 79Consulting team delivered a customized NetSuite solution that:
 - Automatically generates approved adoption records
 - Manages placeholder items intelligently
 - Synchronizes course materials in real-time
 - Controls website visibility seamlessly
- The bookstore team enthusiastically noted: "Every time they create a class, the dummy item they've selected is automatically added, worked, and hidden from the website - exactly what we want!"

REAL-WORLD IMPACT

The implementation delivered transformative results across the entire university bookstore ecosystem. Students gained reliable access to their course materials, while staff reclaimed hours previously spent on manual processes. Most importantly, the solution scaled seamlessly with the university's growing course offerings, proving its value beyond the initial deployment.

More specifically, the implementation drove excellence across three main areas.

- Enhanced Student Experience:
 - Uninterrupted access to course materials
 - Clear, accurate course information
 - Immediate availability of updated materials
- Operational Excellence:
 - Eliminated overnight processing delays
 - Automated course material tracking
 - Reduced manual intervention
- Strategic Benefits:
 - Scalable solution supporting growth
 - Improved compliance with tracking requirements
 - Enhanced term planning capabilities

THE BIGGER PICTURE

This transformation went beyond technical improvements – it fundamentally changed how the University of Maine serves its student population. By bridging the gap between NetSuite's capabilities and educational needs, we have created a foundation for seamless course material management that scales with the institution's ambitions.

The success mirrors what we achieved at the University of Arizona, demonstrating how the right NetSuite optimization can turn manual processes into automated efficiency, allowing staff to focus on what matters most: supporting student success.

Ready to transform your institution's course material management? Contact us to learn how our proven NetSuite solutions can help you achieve similar results.

THANK YOU FOR YOUR INTEREST IN 79CONSULTING!

Learn more about our
solutions for campus bookstores!