

NEW MEXICO STATE UNIVERSITY

“With several upcoming retirements, I saw a platform like RevenueVision as an important way to build a central repository of knowledge and information that now resides in different individual’s heads, but is not captured well for the organization. I also saw the opportunity to use these staff transitions as a trigger to automate and consolidate many manual contracting and financial processes, so that over a couple of years we could dramatically reduce the staffing costs to manage the same auxiliary revenue and increase our commitment to financial stewardship in a tight budget environment.”

– **KIM HUDDLESTON, Director, Auxiliary Business Support Services**

SNAPSHOT



New Mexico State University is a major public, land-grant research university and the oldest public institution of higher education in New Mexico. It offers 28 doctoral, 58 master’s, and 96 bachelor’s degrees to more than 15,000 students.

20%

**REDUCTION IN AUXILIARY
BUSINESS STAFFING COSTS BY
2020**

30%

**IMPROVEMENT IN AGGIECASH
FEES BY 2020**

NEW MEXICO STATE UNIVERSITY (NMSU) has been a RevenueVision® subscriber for just under a year starting in March 2017, but is already using the platform to significantly change the efficiency of its auxiliary organization. A comprehensive Auxiliaries Department with housing, dining services, golf course, parking, bookstore, storage, and a retail merchant network, NMSU is using RevenueVision® to scale its auxiliary reach while managing headcount reductions coming from several staff retirements.

CHALLENGES

- Four (4) staff members retiring over the next three years is creating a need for centralization of contract and financial information and increased staff efficiencies
- Current invoicing process is very labor intensive and requires three manual steps to pull a report, confirm payments amounts, and issue a check
- Scaling the merchant network to respond to interest from two national chains could also double manual work on invoicing
- Needed to increase confidence in revenue and operations through systematic collection and analysis

RESULTS

- On track to **reduce auxiliary finance staffing costs by ~20% by 2020** by rationalizing roles and putting into place a change of duties to allow the replacement of a senior-level accountant with a lower level position.
- Automating invoicing process to reduce labor costs, efficiently scale merchants participating in the Aggie Cash program, and **target a ~30% increase in AggieCash administrative fee income to Auxiliaries by 2020.**
- Using RevenueVision® to support the AVP of Auxiliary Services with real-time data on how each business line is doing to help **answer the “question of the day” that comes up from the President, Board, or other senior leaders**