



CLIENT SUCCESS STORY

Supporting Global Education Operations: IIE Transitions to a Scalable, Cost-Effective Cloud and AMS Model

The Institute of International Education (IIE) is a nonprofit organization dedicated to expanding access to international education and exchange. To support its HR and Finance operations, IIE needed a technology platform that offered stability, operational flexibility, and the ability to align with evolving support needs.

The Challenge

Before partnering with Sierra-Cedar, IIE was hosted on Oracle Cloud Infrastructure (OCI) and desired a new dedicated cloud tenant for its hosted PeopleSoft operations. Its AMS partner previously provided hosting within its own tenant, creating challenges for the organization's Technology, HR, and Finance teams. These concerns prompted IIE to look for a new provider that could offer greater flexibility.

The Solution

IIE partnered with Sierra-Cedar to transition IIE's PeopleSoft HCM and Financials environments to Amazon Web Services (AWS). The transition was completed in approximately three months, and IIE's environment is now fully managed under Sierra-Cedar's FlexOps automation and monitoring framework.

Cloud Hosting on AWS

- PeopleSoft HCM and Financials hosted by and maintained on AWS
- Ongoing performance monitoring and tuning using FlexOps automation
- Hosting aligned with PII and audit/compliance requirements

Application Managed Services (AMS)

- Functional and technical support for daily operations, enhancements, and upgrades
- A flexible AMS model combining dedicated resources with a Block of Dollars/Hours shared pool
- Support provided through a blended team in the US and India, available across technical, functional, and infrastructure areas

Structured Client Engagement

- A dedicated Client Services Manager (CSM) oversees ongoing support, triage, and ticket resolution
- The CSM serves as a single point of coordination and prioritizes issues and tracks them through resolution



Key Milestone

IIE recently completed a PeopleSoft Update Manager (PUM) catch-up, enabling access to new features and functionality delivered through recent Oracle releases.

Results

- ✓ **Cloud Transition:** Full migration from OCI to AWS completed in ~3 months
- ✓ **Support Model:** AMS team provides flexible, cross-functional support
- ✓ **Cost Efficiency:** Offshoring model supports lower delivery cost and 24x7 coverage
- ✓ **Operational Control:** Dedicated CSM ensures issue visibility and coordination
- ✓ **Platform Currency:** PUM updates delivered with minimal disruption



"Our migration to AWS, supported by Sierra-Cedar, has helped stabilize our infrastructure and improve service consistency. The combination of automation, dedicated resources, and offshore delivery has allowed us to manage support needs more efficiently across our organization."



Pete Young
Chief Technology Officer
Institute of International Education

