



## National Park College Expands its IT Team's Efficiency and Flexibility with Application Management Services

### Client Overview

Located in Hot Springs, Arkansas, National Park College is the fourth largest community college in the state. It serves approximately 7,500 students per year enrolled in college courses, workforce training, and adult education classes. Among Garland County's top 20 employers, the College delivers valuable services that contribute to further economic development in the area.

### Project Summary

In 2013, National Park College's small IT team was stretched thin managing the institution's ever increasing IT needs. NPC engaged Sierra-Cedar to assist with support and maintenance of the institution's PeopleSoft HCM, Financials, and Campus Solutions applications. NPC uses a flexible "block of dollars" arrangement with Sierra-Cedar for its application management services.

#### Objectives

- Apply patches and bundles to keep applications up-to-date
- Maintain customizations through upgrade cycles
- Provide needed support for mission-critical projects
- Troubleshoot production support issues
- Advise on upcoming new functionality
- Reduce IT support costs by using a blend of on and offshore resources

### Results

Using Sierra-Cedar's Application Management Services (AMS), NPC outsourced a wide range of PeopleSoft functions, including production support, patching, and project work for all three PeopleSoft pillars. This strategic move allowed NPC's internal IT staff to increase focus on other institutional objectives including learning and student success:

- Decreased IT support costs with targeted use of subject matter experts and offshore resources, when needed
- Increased ability to maintain applications with latest functionality and security protocols
- Resolved production support issues more quickly by routing to Sierra-Cedar's PeopleSoft application specialists
- Achieved NPC management IT objectives without increasing internal staff headcount
- Completed Peoplesoft HCM/CS split (2014) and a lab-based upgrade from PeopleSoft HCM 9.0 to 9.2 (2015)
- In 2020, outsourced PeopleSoft-related support and maintenance by transitioning to Sierra-Cedar Hosting Services

### From the Client



*Like most community colleges, NPC is always looking for ways to achieve more with fewer resources. With Sierra-Cedar handling NPC's PeopleSoft-related tasks, our IT team now has the bandwidth to make progress on NPC's mission-critical initiatives."*

**Blake R. Butler**

VP for Information Technology  
National Park College

#### Organization Overview

INDUSTRY: Higher Education  
EMPLOYEES: 379  
STUDENTS: 7,500  
OPERATING BUDGET: \$18M

#### Products & Services

Application Management Services  
(Transitioned to Hosting in 2020)  
PeopleSoft HCM  
PeopleSoft Financials  
PeopleSoft Campus Solutions