



Sierra-Cedar Helps Arizona State Architect the “New American University”



BACKGROUND

Arizona State University (ASU) is one of the largest public universities in the country with an enrollment of 65,000 students and four campuses that are located in the Phoenix, Arizona metropolitan area. ASU offers a comprehensive range of undergraduate, graduate, and professional degree programs. ASU is research driven, but focused on learning—teaching is carried out in a context that encourages the creation of new knowledge. ASU maintains a tradition of academic excellence in core disciplines and has become an important global center for innovative interdisciplinary teaching and research. ASU is pursuing an ambitious, progressive vision to create the “New American University” to serve the needs of a projected enrollment of 95,000 students by the year 2020 and contribute to the economic, social, and cultural vitality of its region.

Industry	Higher Education
Services	<ul style="list-style-type: none"> • Project planning and management • Functional and technical consulting • Hosting during implementation and in production
Application & Modules	PeopleSoft <ul style="list-style-type: none"> • Campus Solutions 8.9 • Human Capital Management 8.9 • Customer Relationship Management 8.9 • DataWarehouse/EPM 9.0
Client Since	2005

CHALLENGES

The technology challenge for the New American University is to be at the forefront of technology leadership in its support of the academic and research enterprise and administrative systems. ASU had been running a mainframe-based, homegrown student information system developed in COBOL. While this system served ASU well for many years, it was inflexible, not integrated, and unable to support the kind of growth and pace required to make the New American University a reality. In December of 2003, ASU asked three distinguished university CIOs to review ASU’s aging legacy systems. They concluded that there was a dire need to replace the aging legacy systems and that to do so would require five to ten years and a significant financial investment.

SOLUTION

ASU selected the PeopleSoft Campus Solutions 8.9, Human Resources Management 8.9, Customer Relations Management 8.9 and Data Warehouse/EPM 9.0 systems from Oracle Corporation. The OASIS Project (Online Administrative & Student Information System), comprised of ASU staff, was constituted to implement the software. ASU selected Sierra-Cedar to play the major role of providing project management and planning, functional and technical consulting and hosting the implementation and production environments. ASU established an aggressive timetable of less than two years to complete this large, complex project.

RESULTS AND BENEFITS

ASU has achieved an extraordinary success. Using an innovative strategy based on an alliance between ASU, Oracle, and Sierra-Cedar, ASU has replaced its core administrative systems not in ten years, but in 18 months, and at a cost substantially less than anticipated. The OASIS team’s deployment of a sophisticated ERP system so quickly, and at such low cost, in a large and complex institution is without precedent, in or out of higher education.

Using the Talent Acquisition Management module of the HCM system, ASU can now accept thousands of employment applications for both faculty and staff positions, and process those applicants more efficiently and effectively. Employees now have access to view their HR and Payroll data and can make corrections via Employee Self Service. Managers are able to grant raises, award promotions, process transfers and conduct other human resources transactions via Manager Self Service.

Sierra-Cedar's experience with rapid implementations and process-centric methodology and their experienced higher education consultants and proven software hosting capabilities were critical to our success. Our strategic partnership allowed us to complete our technology transformation far ahead of schedule and for a fraction of the projected cost. This partnership will extend into the future as Sierra-Cedar manages our new production systems and keeps us current with information technology, defining ERP the ASU Way and allowing us to focus on fulfilling the vision of an outstanding education for students of the New American University.

Dr. Adrian Sannier
Chief Technology Officer

The CRM system has been used to market non-credit and business programs to prospective students and students who had 'stopped out.' As the various PeopleSoft modules went live, the EPM (data warehouse) extracts were created/modified to facilitate managerial and departmental reporting needs. Dashboards and drill down reports were created to simplify the presentation of the data. This management information has been well received by managers at all levels throughout the institution.

Arizona State University is rapidly evolving the New American University, an institution committed to redefining the model for modern higher education. We are integrating and streamlining our business processes to provide the quality of service our students, faculty and staff have come to expect. One of the facilitators of this transformation has been the successful implementation of new information systems and a modern infrastructure. Working in partnership with Sierra-Cedar, Inc. and Oracle Corporation, our Information Technology Leadership and staff have successfully completed a rapid implementation of the PeopleSoft Human Resources Management System and Campus Solutions software. This success story was essential for the fulfillment of our vision for the New American University.

Dr. Michael M. Crow
President

The new Campus Solutions system has already proven itself capable of providing efficient service to nearly 6,000 simultaneous users, while at the same time providing effective service to administrative users throughout the university. By contracting with Sierra-Cedar, university staff can focus on activities that are more closely aligned with its core mission and objectives. Every day the system grows in capability and performance. For students, the OASIS mantra of "Your information, Anytime, Anywhere" is now a reality.

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Sierra-Cedar delivers industry-focused client success by providing consulting, technology, and managed services for the deployment, management, and optimization of next-generation applications and technology.