



## CityU Streamlines Oracle/PeopleSoft ERP Support with Sierra-Cedar Hosting and Lab Upgrade Services

## CityUniversity of Seattle

### BACKGROUND

City University of Seattle (CityU) is one of the Northwest's largest private, not-for-profit universities, with over 40,000 graduates worldwide. Founded in the city of Seattle in 1973 as City College, the name of the institution was changed to City University in 1982 by action of its Board of Governors. Influenced in its early organization by the recommendations of the Carnegie Commission Report and the Seattle 2000 Commission, the University was one of the nation's first to address the needs of the working adult. The University awards degrees and certificates at the undergraduate and graduate levels in dozens of academic fields and offers a varied and extensive program of continuing education. City University of Seattle offers instruction in nearly 30 locations throughout the states of Washington and Hawaii, the Canadian Provinces of British Columbia and Alberta, Australia, Bulgaria, Czech Republic, Greece, Romania, Slovakia, China, and Mexico. It also conducts a worldwide Distance Education program to better serve those who need or prefer to study for their degrees at home.

### CHALLENGES

CityU was struggling to provide reliable, high-performance 24/7 access to its Oracle/PeopleSoft ERP systems and self service functions for students, faculty, and administrative staff around the world. It found that the hardware costs, along with the recruitment and retention of technical staff to support these systems, was straining its budget. In addition, the effort to keep the systems current with the latest patches, fixes, and releases and working with the numerous customized modifications that were in place was keeping the IT staff from completing other important initiatives.

### SOLUTION

In 2007, CityU engaged Sierra-Cedar to host its PeopleSoft ERP production environment. With its high performance, 99.8% uptime, 24/7 support, and issue response time all guaranteed by service level agreements backed by serious penalties for failure to comply, Sierra-Cedar was able to offer CityU the service it needs but could not afford to provide in house. Sierra-Cedar maintains all the hardware necessary to run the University's systems, and all hardware costs—including additional capacity to handle growth over the contract term—are included in the hosting agreement. Finally, all software patches and fixes, and minor upgrades are applied routinely.

<b>Industry</b>	Higher Education
<b>Services</b>	<b>Hosting and Upgrade</b> <ul style="list-style-type: none"> <li>• Lab based</li> <li>• Functional consulting</li> <li>• On-site project management</li> </ul>
<b>Application &amp; Modules</b>	<b>Host:</b> <ul style="list-style-type: none"> <li>• PeopleSoft Campus Solutions</li> <li>• HCM</li> <li>• Financials</li> <li>• CRM</li> </ul> <b>Lab Upgrade: PeopleSoft Campus Solutions 8.9 to 9.0</b> <ul style="list-style-type: none"> <li>• Campus Community</li> <li>• Recruitment &amp; Admissions</li> <li>• Student Records</li> <li>• Financial Aid</li> <li>• Student Financials</li> <li>• Self Service</li> </ul> <b>PeopleSoft HCM 8.9 to 9.0</b> <ul style="list-style-type: none"> <li>• Base Benefits</li> <li>• eBenefits</li> <li>• Human Resources</li> <li>• Learning Management</li> <li>• Payroll for North America</li> </ul>
<b>Client Since</b>	2007

Although hosting by Sierra-Cedar helped CityU improve the quality and dependability of service to its constituents, the University still wished to take advantage of new process and self service capabilities in the major new 9.0 release of PeopleSoft Campus Solutions and Human Capital Management. These capabilities would enable the University to eliminate many of its numerous custom modifications, which were costly to continually retrofit to each upgrade or patch-and-fix bundle. However, it faced serious challenges in assigning enough qualified functional and technical staff for a major software upgrade project. CityU found the solution to this problem in Sierra-Cedar's lab-based upgrade process.

For CityU's upgrade of PeopleSoft Campus Solutions and HCM from 8.9 to 9.0, Sierra-Cedar conducted all technical aspects of the upgrade: installing the new software, running the compare process, completing the initial pass, updating upgrade scripts, performing subsequent test moves, applying patches and fixes, and completing the final move to production. The CityU and Sierra-Cedar project managers developed an on-site consulting schedule in which functional consultants worked on site in intermittent periods, when they were most needed to help with fit/gap analysis, evaluation of customizations, and user testing.

## RESULTS/BENEFITS

By using Sierra-Cedar's hosting and upgrade lab and on-site consulting, CityU has been able to improve the performance and availability of these systems while enabling its internal staff to focus on other strategic priorities. The hosting arrangement also allows CityU to keep its ERP systems up to date and substantially reduce the number of customizations that have to be updated or retrofitted. Sierra-Cedar's approach enabled CityU to conserve its budget and focus on retro-fitting and testing a limited number of customizations.

*As a result of our decision to have Sierra-Cedar host our PeopleSoft Enterprise Systems and upgrade the Campus Solutions and HCM applications to 9.0 using Sierra-Cedar's upgrade lab and targeted on-site consulting, we have been able to improve the performance and availability of these systems to our students and faculty both here and abroad, while enabling our internal staff to focus on other strategic priorities.*

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