NYU Polytechnic School of Engineering Achieves On Time, Within Budget Campus Solutions and HCM ab Upgrade 7.6 to 9.0

BACKGROUND

Polytechnic Institute of NYU (NYU-Poly), founded in 1854, is the most comprehensive school of engineering, applied sciences and technology in the New York area, and is rooted in Polytechnic's 154-year tradition of invention, innovation and entrepreneurship. The main campus is at MetroTech Center in Brooklyn. NYU-Poly also offers programs at sites throughout the region, including Long Island, Manhattan and Westchester, and the University offers several programs in Israel. There are 1,600 undergraduates and 1,300 graduate students. NYU-Poly has a student-to-faculty ratio of 12:1. Among NYU-Poly graduates and faculty are Nobel laureates, notable inventors, world class scientists and successful entrepreneurs. NYU-Poly was listed among the top 10 innovative I.T. schools by Computerworld.com, top four in the U.S. for student diversity by U.S. News & World Report and one of the best Northeastern colleges by the Princeton Review. NYU-Poly takes advantage of New York City by turning it into a living laboratory where students are able to learn "on the job," through internships and co-op positions at top companies and agencies. More than 2,000 CEOs and leaders at large corporations are NYU-Poly alumni.

Industry	Higher Education
Services	**Upgrade Services** • Lab-based • Project Management • Functional On-site
Application & Modules	**PeopleSoft Upgrades:** **Campus Solutions 7.6 to 9.0** • Admissions/Recruitment • Financial Aid • Student Financials • Student Records **HCM 7.6 to 9.0** • Base Benefits • eBenefits • Human Resources • Learning Management • Payroll for North America
Client Since	1998

CHALLENGES

NYU-Poly faced four primary challenges. The first challenge was the timeline. To accommodate the installation of ADP interface software, it was necessary to deliver and configure the database environments and hardware much earlier in the timeline than is typical for a lab-based upgrade. The second challenge was having a small internal staff with limited availability to work on the upgrade. The third challenge involved coordinating and communicating with outsourced IT staff and Sierra-Cedar consultants. Finally, because NYU-Poly was migrating from Campus Solutions 7.6 to 9.0, faculty and staff would need additional training and change management to adapt to the new software and tools.

SOLUTION

Fortunately, NYU-Poly had two important success factors in place: strong project leadership and an expeditious decision making process. Sierra-Cedar provided a full-time, on-site project manager to focus on communication and coordination among the NYU-Poly staff, outsourced IT staff, and Sierra-Cedar consultants. Sierra-Cedar targeted the assignments of knowledgeable consultants with lab upgrade experience to maximize the limited face-to-face time with NYU-Poly staff. Sierra-Cedar's flexible, experienced Lab personnel made the necessary scheduling adjustments to accommodate the required changes in the project timeline. The Sierra-Cedar and NYU-

Poly project managers executed the communication plan, keeping participants advised of tasks, progress, and issues. Considerable time and effort were devoted to training and change management to enable NYU-Poly functional staff to adapt to the new software and tools.

Because NYU-Poly focused on using the delivered People-Soft 9.0 functionality, only one major customization—a modification to the billing process—as carried forward from the existing version, and minor cosmetic adjustments were made to the Student Center. An interface was also written to the third-party admissions application, Apply Yourself. For the HCM upgrade, Sierra-Cedar technical consultants helped develop an interface to link ADP Payroll with PeopleSoft 9.0. Sierra-Cedar provided one week of functional post-production support in the student financials area and two weeks of post-production project management.

RESULTS/BENEFITS

Sierra-Cedar and NYU-Poly successfully upgraded to Campus Solutions and HCM 9.0, under budget and within NYU's ten-month timeline. As a result of the upgrade, NYU-Poly has improved the efficiency of many business processes. Administrative staff finds the new web-based software much easier to navigate than the previous version, and faculty and students are taking advantage of the robust self service features of the "Faculty Center" and "Student Center" in Campus Solutions 9.0.

Our relationship with Sierra-Cedar dates back to 1998 when we worked together to successfully implement our first PeopleSoft applications. We turned to Sierra-Cedar again to upgrade our Campus Solutions and Human Capital Management Systems from 7.6 to 9.0. Sierra-Cedar provided a strong project manager who staffed the project flexibly and coordinated the Sierra-Cedar remote Lab Upgrade services. With their experienced on-site consultants and efficient Upgrade Lab operations, we completed the upgrade within budget and on-time.

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