# University of Maryland University College and Sierra-Cedar Upgrade Finance and Roll Out Worldwide Campus Solutions

## BACKGROUND

Founded in 1947, University of Maryland University College (UMUC) is one of 11 degree-granting institutions in the University System of Maryland. The global university specializes in high-quality, career-oriented programs tailored to the needs of today's working adults and enjoys a reputation for excellence as a comprehensive virtual university. Headquartered in Adelphi, Maryland, UMUC has classroom locations in the Washington, D.C. metropolitan area, Europe, and Asia, and provides award-winning online classes to 92,000 students at more than 150 locations worldwide and online.

## CHALLENGES

### Financial Management System Upgrade Project

UMUC determined that it was necessary to quickly upgrade its Financial Management System from 8.0 to 8.9. However, the university had limited technical resources to devote to the task. Staff members recognized the challenge of implementing the revised processes and new features of the upgraded system, and some were concerned about the new version.

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| **Industry** | Higher Education |
| **Services** | Implementation and Upgrade<br>• Account Management<br>• Functional Consulting<br>• Technical Consulting |
| **Application & Modules** | **PeopleSoft Campus Solutions 8.0 Implementation**<br>• Campus Community<br>• Recruiting & Admissions<br>• Student Records<br>• Financial Aid<br>• Student Financials<br>• Academic Advising<br>**PeopleSoft Financials Lab Upgrade 8.0 to 8.9**<br>• General Ledger<br>• Purchasing/eProcurement<br>• Accounts Payable<br>• Commitment Control<br>• Asset Management<br>• UPK |
| **Client Since** | 2006 |

### Campus Solutions Implementation Project

UMUC also determined that it should implement Campus Solutions 8.0 at its overseas locations so that all three divisions would be aligned. Although personnel overseas recognized the need for a single business model, they faced issues with contractual requirements that were not covered by stateside practices and anticipated a challenge in interfacing with the GoArmyEd system because of its structure and constraints. UMUC management was also concerned about staying within budget for the overseas staff training and worldwide software implementation.

## SOLUTION

UMUC selected Sierra-Cedar to implement PeopleSoft Campus Solutions and upgrade its Financial Management System overseas.

### Financial Management System Upgrade Project

Sierra-Cedar upgraded the Financial Management System using remote and on-site technical support and its upgrade lab. In this manner, Sierra-Cedar and UMUC were able to complete the upgrade within nine months. To accelerate regression testing, HP Mercury software testing tools were used.

**Campus Solutions Implementation Project**

To implement PeopleSoft Campus Solutions 8.0 at UMUC's overseas divisions, the UMUC/Sierra-Cedar team used documented stateside business processes to conduct a fit/gap analysis. Once gaps were identified, the team developed the most viable solutions, including interfaces to support GoArmyEd and other higher education applications for military personnel. The overseas operations adjusted its practices to accommodate contracts. To keep costs within budget, Sierra-Cedar used a remote stateside consulting team; travel overseas was minimal. To expedite training and documentation, Oracle's User Productivity Kit (UPK) was used.

> *The experienced higher education consultants from Sierra-Cedar quickly understood our stateside business processes. They helped the UMUC team to roll out these processes and supporting technology to our overseas divisions in Europe and Asia over a 12-month period. With Sierra-Cedar's assistance, UMUC now has a single integrated student system across all academic divisions and geographically dispersed locations. This solution enables us to better serve our students, integrate our business processes, and streamline our operations.*
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> **Anita Brown**
> Assistant Vice President of PeopleSoft Initiatives

> *The experienced Sierra-Cedar PS Financials module consultants helped us streamline and standardize our financials business processes using the new features of the PeopleSoft application. The consultants' knowledge of higher education business processes and the PeopleSoft application and technology and Sierra-Cedar's ability to listen well during the upgrade enabled UMUC to complete the project on time and under budget.*
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> **Ben Lowenthal**
> Assistant Vice President Finance/Controller

## RESULTS AND BENEFITS

**Financial Management System Upgrade Project**

The Financial Management System upgrade was successfully rolled out on time and within budget. UMUC staff is effectively using new processes, documentation, and training materials.

**Campus Solutions Implementation Project**

Campus Solutions 8.0 was successfully implemented at all UMUC overseas locations within a one-year period. The project was completed on time and within budget. For the first time, the entire university uses an integrated system and common database. As a result, UMUC is now well positioned to upgrade to Campus Solutions 9.0 across all divisions.