



## Palomar and Sierra-Cedar Team Complete PeopleSoft ERP & Voice Response Solution Within 18 Months

### BACKGROUND

Palomar College is a public two-year community college. The Palomar campus is located in San Marcos, California, approximately 30 miles north of San Diego. Palomar enrolls approximately 30,000 full-time and part-time students. Residents of California are charged only \$20 per unit. At Palomar, students may choose from over 200 associate degree and certificate programs, complete the first two years of a bachelor's degree, or enjoy personal enrichment classes for lifelong learning.

### CHALLENGES

Palomar College faced several challenges related to its systems functionality. Ranked first was the lack of easy access to information, such as student administration, human resources, and financial data for tracking and reporting purposes. Additionally, Palomar's technical infrastructure consisted of non-integrated systems that were not Y2K compliant. These issues slowed Palomar's efforts to serve its students and maintain a competitive edge with peer institutions. Addressing these issues at the launch of the Integrated Re-engineered Information Systems project (IRIS), college President George Boggs stated:

*There is rarely a day that doesn't pass that we aren't reminded of either a problem we are experiencing because of outdated legacy software or outdated equipment, or we're reminded of things we're unable to do because we lack the process power...[We must] re-think our approach of seeing technology only as an expenditure...and view technology as an investment...for survival.*

### SOLUTION

After an extensive evaluation and selection process, Palomar chose PeopleSoft's suite of higher education applications in February 1998. This ERP software offered the capability to create an integrated IT environment that would provide easy access to information through a user-friendly desktop environment. It also provided an opportunity to streamline service processes, and used a flexible platform that would enable future growth.

At the same time, Sierra-Cedar was chosen as the implementation provider for PeopleSoft Student Administration 7.5, HR 7.5, and Financials 7.0 systems. Palomar's decision was based on Sierra-Cedar's level of consultant experience in the higher education sector, as well as its collaborative, client-centered project approach. The types of services Sierra-Cedar provided included project planning, enrollment management process analysis, prototype development, and process team facilitation. In addition, Sierra-Cedar's team assisted Palomar with table



<b>Industry</b>	Higher Education
<b>Services</b>	<ul style="list-style-type: none"> <li>• Project planning</li> <li>• Prototyping</li> <li>• Data conversion assistance</li> <li>• System interfaces</li> <li>• IVR application development and integration</li> </ul>
<b>Application &amp; Modules</b>	<ul style="list-style-type: none"> <li>• PeopleSoft Student Administration 7.5</li> <li>• HR 7.5</li> <li>• Financials 7.0</li> </ul>
<b>Client Since</b>	1998

set-up, data conversion and system interface design, and technical support including Oracle database administration, performance tuning, and testing.

Sierra-Cedar also designed, developed, and implemented an Edify-based voice response system for student registration in conjunction with the new PeopleSoft Student Administration system.

## RESULTS AND BENEFITS

The Palomar and Sierra-Cedar team achieved striking results with migration from Student Administration 7.0 to 7.5, and development and interface of a new IVR system within four months. This aggressive timeline had to be successful to enable student registration for the summer 1999 semester and to prepare for the large-scale fall 1999 registration. As part of this enterprise-wide engagement, shortly after the Student Administration system became operational, the Financials system went live and the HR system followed soon afterwards.

*With a great deal of help from Sierra-Cedar, we have overcome some significant implementation issues. The combination of Sierra-Cedar's higher education experience and their commitment to our success has created tremendous value for us. When the pressure is on, it comes down to people and money. Sierra-Cedar has been just great.*

**Jerry Patton**

Former VP for Business & Administration  
President Emeritus, College of the Desert

Palomar college achieved significant benefits as a result of the engagement; and project participants stated the following:

- "I think the control it will give individual departments for reports and other features will be of great value."
- "...the flexibility of the system seems to be a great benefit. We can make it fit the way we do business now and, if we want to change things in the future, we can do that also."
- "It also gives us an avenue to...see if there are ways we can better serve our students."

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