



About

T. John Group of Institutions, established in 1993, provides educational services in various courses across five different colleges, including the Colleges of Technology, Nursing, Pharmacy, and Management, as well as BBM/BSc courses. T. John institute has over 2000+ enrollments for the current academic year.

Sierra-Cedar India not only provides expertise, but also the ability to understand our requirements and translate those into an effective and user-friendly platform. The team at Sierra-Cedar India has not only helped in improving the overall application utilization, but also helped in automating multiple manual processes, increasing the operational efficiency, and the user experience.

Roy M Raju
Head – Student Administration

Corporate Headquarters:

Bangalore, India
www.tjohncollege.com

Industry:

Higher Education

Technology:

PeopleSoft, Oracle 10g and 12c

About Sierra-Cedar

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

Background

Sierra-Cedar began providing Application Management services for T. John Group of Institutions in the summer of 2016. At the time, T. John was already using the PeopleSoft Campus Solutions, FSCM, and HCM modules; however, the system was unstable and had multiple performance issues due to incomplete configurations. The system and processes needed stabilization by incorporating industry-leading practices and gaining better leverage from the Oracle PeopleSoft's delivered functionality. Sierra-Cedar understood the need for a hands-on project manager who would review T. John's existing processes and procedures and plan an optimal solution.

Challenges

Incomplete configurations were causing data mismatches between the Campus Solutions and FSCM systems, eventually resulting in incorrect Financial reports. T. John's system support structure had challenges with root cause analysis and resolution, development, and proactive governance that created a growing backlog of tickets and burdensome workload. Users' limited exposure to the PeopleSoft application also diminished usage of delivered functionality and features. The Sierra-Cedar India project team determined next steps:

- Streamline PeopleSoft ERP customizations
- Correct and complete the configurations
- Review existing PeopleSoft system for gaps, perform root cause analysis, and implement solutions
- Educate users on delivered features to improve utilization of PeopleSoft for business needs

Solution

Within the first few months of providing support to T. John, the Sierra-Cedar India project team had identified issue-prone areas and technical areas where there were repeated, architectural, and manual issues causing system instability. The team worked closely with T. John to streamline the system, then collaborated with users on process flows and nuances that could help prevent manual errors. The team performed root cause analysis, resolved the issues, and implemented automation wherever possible, enhancing the system performance and stability. The team augmented the functionality of the system by developing biometric integration with attendance and automating GL posting and student late fee charges. The team also helped to integrate PeopleSoft Campus Solutions with an android mobile application. The Sierra-Cedar hosting team helped to maintain the database, streamline refresh activity, and reduce server downtimes. Sierra-Cedar improved the overall application utilization, automated multiple manual processes, and eventually helped increase operational efficiency and end-user experience.