Sierra-Cedar

Coppin State University Multiplies the Effectiveness of its IT staff with Application Managed Services

Client Overview

Coppin State University is an urban, residential liberal arts university located in the northwest section of Baltimore, Maryland. Coppin is a public Historically Black University (HBCU) that offers 53 majors and nine graduate-degree programs in areas including the arts and sciences, teacher education, nursing, graduate studies, and continuing education.

Project Summary

Coppin engaged Sierra-Cedar Managed Services to provide application managed services (AMS) to perform PeopleSoft Update Manager (PUM) application updates and PeopleTools upgrades. AMS has enabled the University to strategically reduce the workload of its PeopleSoft Administrators, making better use of Coppin's internal skills and expertise to accomplish high value tasks that advance strategic institutional goals.

Objectives

- Implement regularly-timed PUM releases
- Perform PeopleTools upgrades as they are released by Oracle
- Provide users with feature and framework enhancements on a more regular basis
- Reduce workload for the University's IT staff

Results

By leveraging Sierra-Cedar's application managed services, Coppin has been able to reassess and strategically realign its internal team's activities to focus on IT services that advance institutional goals such as an enhanced student and user experience. Coppin's results include:

- Received regular updates of new and improved functionality within the PeopleSoft applications
- Increased bandwidth for IT resources – an annual savings of approximately 900 IT person-hours
- Deployed improvements of student and user experience more frequently with regular application updates

From the Client

Moving to a managed services platform was strategic for Coppin State. Our IT staff now concentrates on initiatives that impact student success while Sierra-Cedar makes sure our applications are up to date."

Chris Kennedy
Director, Applications Support
Coppin State University

Organization Overview

Industry: Higher Education
Location: Baltimore, MD
Employees: 622
Students: 2,738

Products & Services

Application Managed Services and Upgrade Lab Services:
- PeopleSoft Campus Solutions
- PeopleSoft HCM
- PeopleSoft Financials
- PeopleSoft Interaction Hub