

Catholic University Keeps Pace with Technology by Continuing its Long-term Partnership with CedarCrestone

BACKGROUND

The Catholic University of America (CUA), located in Washington, DC, was established by the American bishops as a private, co-educational graduate and research institution. As the national university of the Catholic Church in the United States, CUA is the only American university with ecclesiastical faculties granting canonical degrees in theology, philosophy, and canon law. CUA offers studies in architecture, arts and sciences, engineering, law, library and information sciences, music, nursing, religious studies, and social services. Established as a center for graduate study, The Catholic University of America has evolved into a modern American university, committed not only to graduate but also to undergraduate and professional education and to the cultivation of the arts. Catholic University offers the resources of a major research university and the comfortable feel of a liberal arts college with more than 3,100 graduate students and 3,000 undergraduate students (www.cua.edu).

CHALLENGE

Working with CedarCrestone as its implementation partner, CUA first began implementing the PeopleSoft ERP applications in 1998. CUA implemented a strategy of staying current with the technology by migrating its PeopleSoft Financials, Human Resources, and Student Administration systems from 7.6 to 8.0 in January 2005. By the summer of 2007, it was time to begin the upgrade process to 9.0 because (1) Oracle support for 8.0 was scheduled to end in 2008, and (2) CUA recognized that its aging hardware platform needed to be updated. The University began with the upgrade to PeopleSoft Campus Solutions and HCM 9.0, which it viewed as an opportunity to achieve a more productive and service-oriented environment by re-examining its business processes and eliminating many of the customizations it had implemented over the years. With this view, CUA placed a heavy emphasis on providing students with outstanding 24/7 access to information and services, as well as knowledge transfer and training to familiarize end users with new business processes and enable them to use the system effectively.

SOLUTION

In November 2007, CUA once again enlisted CedarCrestone to help with the upgrade of Campus Solutions and HCM. With the upgrade to 9.0, CUA replaced both its development and production hardware environments. It also eliminated numerous customizations that were deemed obsolete. To streamline its business



Industry	Higher Education
Services	Implementation Services <ul style="list-style-type: none">• Project Management• Functional Consulting• Technical Consulting Upgrade Services <ul style="list-style-type: none">• Account Management• Functional Consulting• Technical Consulting
Application & Modules Implemented	Oracle/PeopleSoft Campus Solutions and HCM 9.0 <ul style="list-style-type: none">• Campus Community• Admissions• Student Records• Financial Aid• Student Financials• Collaborative Apps• Human Resources• Payroll for North America
Client since	1998

processes and improve services, CUA staff and CedarCrestone consultants reviewed and documented the major processes impacted by the upgrade, increasing staff understanding of the cross-functional nature of these processes and identifying areas for improvement. They also completed a comparative analysis of system functionality between 8.0 and 9.0, which focused on essential upgrade activities and facilitated implementation of new features in 9.0. To meet its training needs in a cost-effective way, CUA purchased Oracle's User Productivity Kit (UPK). CedarCrestone consultants helped CUA learn to use this new tool and also helped prepare and launch the training with selected HCM/Campus Solutions 9.0 topics. To enhance navigation and further improve the end user experience with these systems, the project also included an upgrade and redesign of the University web portal, "Cardinal Station."

Catholic University has a long, successful history working with CedarCrestone. Their knowledge of higher education, coupled with a superior expertise with PeopleSoft systems, makes them a logical choice for us when selecting consulting services. For our HCM/CS 9 upgrade, they provided not only a number of services that ensured a successful production cut-over but also positioned us to better utilize our new system capabilities in the future.

Jim Gallamo

Director, Information Systems and Services

RESULTS AND BENEFITS

Within a nine-month period, CUA successfully went live, on schedule, with HCM and Campus Solutions 9.0. The elimination of numerous customizations and redesign of business processes has allowed CUA to improve services using the delivered software functionality, simplify system operations, and reduce on-going maintenance efforts. The new technology environment has improved system reliability, scalability, performance and load handling. The new functionality that was implemented will streamline back-office operations and overall services to the campus. By developing and deploying UPK training, CUA has expedited the delivery of on-line, self-paced training for its PeopleSoft systems. The training is now available anytime and anywhere that users can access the Internet. By upgrading the PeopleSoft Enterprise Portal from version 8.8 to 9.0, CUA overcame the on-going challenge of providing excellent student services with 24/7 secured access. Another benefit of the portal upgrade is that multiple, disparate systems were integrated within the new "Cardinal Station" web portal, creating seamless, secure access to information and transaction processes.

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About CedarCrestone

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