

Central Washington University and CedarCrestone's Strategic Partnership Results in a Comprehensive ERP Environment

BACKGROUND

Central Washington University (CWU) is a comprehensive, four-year public university, granting baccalaureate and master's degrees from its main campus in Ellensburg, Washington, where approximately 8,500 students attend. An additional 2,000 students attend classes at one or more of the six distance-learning centers located in Pierce County, Lynnwood, Moses Lake, Des Moines, Wenatchee, and Yakima. CWU's approach is to take each student's future personally. In support of the institutional vision and goals, CWU has created a current, comprehensive ERP environment using the Oracle/PeopleSoft applications. CedarCrestone has been a strategic partner to CWU through much of this progressive process by implementing one and upgrading three PeopleSoft applications.

CHALLENGES

CWU laid the foundation for its ERP environment beginning in August of 1999, when it went live with 7.5 of Human Capital Management (HCM). This achievement was followed by the successful implementation of the Financial Management System (FMS) in July 2001. However, by March of 2004, CWU recognized the need to upgrade FMS from 7.5 to 8.8. They knew that the upgrade would be complex due to the multi-version migration that entailed moving from the PeopleSoft client-server technology to the current web technology. CWU also faced the issue of sizing new hardware to accommodate the upgraded financials database.

CWU extended the ERP environment to the student domain, beginning in 2002, with the implementation of the Campus Solutions application. This introduced new challenges, including the need to upgrade HCM to be compatible with Campus Solutions 8.0. Another challenge was the time-consuming task of converting more than 97,000 student records, involving almost two million course records. Three years after successfully implementing the Campus Solutions application, CWU determined that it was time to upgrade the HCM and Campus Solutions applications to take advantage of the technology and functionality of the new releases. However, CWU had limited funding that precluded a full lab upgrade or a consultant-heavy approach. They also had limited resources to migrate the customizations within the identified timeline.

SOLUTIONS

CWU selected CedarCrestone to assist them in implementing Campus Solutions 8.0 by providing project management, functional and technical consulting



Industry	Higher Education
Services	Implementation, Upgrade, and Lab Upgrade services Project management, functional and technical consulting
Modules	<ul style="list-style-type: none">• Upgrade of the Oracle/PeopleSoft Financial Management System (FMS) software from 7.5 to 8.8• Upgrade of the Oracle/PeopleSoft Human Resources Management (HCM) software from 8.0 to 8.9• Implementation of the Oracle/PeopleSoft Campus Solutions (CS) software and upgrade from 8.0 to 8.9
Client since	2002



services. CedarCrestone assisted CWU overcome the conversion challenge by sharing pre-developed conversion templates and programs. We also conducted iterative unit testing and data validation to confirm the accuracy of data conversion. To optimize the benefits of the Campus Solutions software, we facilitated the re-engineering of CWU's business processes. As a result, CWU successfully converted the data and fully implemented Campus Solutions 8.0 in September of 2004.

CWU continued its strategic partnership with CedarCrestone through a targeted consulting approach with lab support to upgrade the Campus Solutions and HCM applications from 8.0 to 8.9. The onsite consultants addressed the fit/gap, prototyping and testing of the upgraded system, as well as project management support. The lab provided customization migration and helpdesk support.

RESULTS AND BENEFITS

The result of CedarCrestone's support in upgrading FMS was that CWU users quickly adapted to the major changes such as Commitment Control, upgrade of nVision reporting, changes in some of the business processes and the new Web navigation. Year-end processing was very successful.

The Campus Solutions software exceeded performance expectations. For the first time, full prerequisite and repeat checking could be done at time of enrollment. Applicants, students, faculty and staff have experienced a new level of information access via extensive use of web-based self service. With the most recent cost-effective lab upgrade to 8.9, CWU and CedarCrestone reduced the number of customizations by almost 20%. Many areas in Human Resources were redefined utilizing best business practices and CWU policies, procedures and processes. The aggressive 40-week project is on schedule, and the upgrade is anticipated to be completed at the end of October 2007—significantly under budget.

Central Washington University successfully implemented a major upgrade of the Financial Management System with key assistance from CedarCrestone. Without their expert knowledge, flexibility of approach and ability to access other resources, this project may have required far more time and resources to bring to completion. The University has talent, but limited technical and functional staff, so the experience and project knowledge provided was a very key success factor. I can't say enough good things about our CedarCrestone consultants.

Donald Diebert

Director, Project Management and IT Services

In April 2005, CWU and CedarCrestone began the upgrade of FMS from 7.5 to 8.8. CedarCrestone assisted CWU with complex set-up issues and provided access to other CedarCrestone resources including the Upgrade Lab. CedarCrestone and CWU successfully completed multiple upgrade passes, including significant changes required to support Commitment Control. The upgrade was successfully completed in May 2006.

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