

Client Success Story



Using CedarCrestone's On-site Consulting and Upgrade Lab, Frostburg State University Upgrades to Campus Solutions and Human Capital Management 9.0 within 11 months

BACKGROUND

Frostburg State University has provided paths to success for students for over 100 years. Founded in 1898 to prepare teachers, Frostburg State University ("Frostburg") today is a part of the 13-campus University System of Maryland. Frostburg offers academic programs to approximately 5,000 students in the sciences, education, business, the arts and humanities at both the undergraduate and graduate level. The University is distinguished by a scenic campus encircled by mountains, its excellent academic programs, its nationally acclaimed community service programs, and its vital role in regional economic development initiatives. The University provides numerous opportunities for students to engage in community service, leadership development activities, undergraduate research, and internships.

CHALLENGES

In 2003, CedarCrestone and Frostburg successfully implemented Oracle/PeopleSoft Human Capital Management 8.0, including developing an interface with the State of Maryland HR System for Payroll, and Finance System 8.4. By 2004, CedarCrestone and Frostburg implemented the Oracle/PeopleSoft Campus Solutions and Contributor Relations 8.0. When it was time to upgrade these applications in 2007, Frostburg turned again to CedarCrestone. However, Frostburg had a very small functional and technical staff that could be devoted to upgrading Campus Solutions and Human Capital Management from 8.0 to 9.0. The staff also had other competing priorities. Another complicating factor was the time and labor modification that they shared with the other USM schools. They were confronted with the choice of eliminating this modification and implementing the delivered PeopleSoft Time and Labor process or retrofitting this major modification.

SOLUTION

To assure that Frostburg staff understood the new functionality in 9.0 compared to 8.0, CedarCrestone conducted one week of on-site Fit/Gap sessions per module. CedarCrestone helped Frostburg understand the requirements to implement delivered Time and Labor as opposed to retrofitting the existing customization in 8.0 to 9.0. In addition to general Fit/Gap sessions, the CedarCrestone functional consultants focused on specific capabilities such as Equation Engine, Comm Gen, XML Publisher, Degree Audit Reports, Satisfactory Academic Progress, etc.



Industry	Higher Education
Services	Implementation Services: <ul style="list-style-type: none">• Account Management• Functional Consulting• Technical Consulting Upgrade Lab and Services <ul style="list-style-type: none">• Account Management• Campus Solutions 8.0 to 9.0• Human Capital Management 8.0 to 9.0
Application & Modules Implemented & Upgraded	ORACLE/PEOPLESOFT <ul style="list-style-type: none">• Campus Solutions 8.0 (all modules)• Human Capital Management 8.0 (Human Resources, Benefits, Payroll, Time and Labor)• Interface with the State of Maryland HR System for Payroll• Financials 8.4 (General Ledger, Purchasing, Payables, Asset Management)
Client since	2002



Frostburg used the CedarCrestone Upgrade Lab for the technical upgrade work. By using the Lab, Frostburg technical staff time had time to focus on and learn the new tools versus spending time on the upgrade. The Upgrade Lab also provided the relief needed on the technical side so that the Frostburg Technical team could devote the majority of their time retrofitting interfaces and customizations to the new version. In addition, this approach permitted the upgrade to move at a quicker pace than if Frostburg had done the work themselves given the limited number of staff available. The formal structure of the lab approach was another contributor to keeping this upgrade on task according to the aggressive timeline. Within 11 months, CedarCrestone and Frostburg upgraded Campus Solutions and Human Capital Management from 8.0 to 9.0 using a combination of on-site consulting and CedarCrestone's Upgrade Lab.

RESULTS/BENEFITS

Because the Upgrade Lab was responsible for a big part of the upgrade, the Frostburg technical team was able to focus on other mission critical tasks like production support, interface integration, retrofit development tasks, and security. In addition, Frostburg was able to share a functional consulting team with several of the other University System of Maryland campuses, leveraging consulting support and minimizing upgrade costs to each of the campuses. Knowledge transfer was

Because of our success five years ago implementing 8.0 with the assistance of CedarCrestone, we decided to partner with them again for the 9.0 upgrade. We incorporated the use of the CedarCrestone Lab along with the help of on-site consultants. We found the Lab to be cost effective, and it helped to free up our technical staff to concentrate on any key issues that might arise during the upgrade, as well as perform their everyday tasks. We had the use of on-site consultants to help the functional users with the new 9.0 functionality along with streamlining the business processes. We thank you, CedarCrestone, for a job well done.

Bruce Lehman

Sr. Programmer Analyst/PS Project Manager

expedited and enhanced because Frostburg was able to take advantage of the new 9.0 functionality and documentation from the consultants' work on other USM campuses. Nearly all of the Frostburg development work was completed well in advance of go-live, which enabled detailed and thorough testing. Frostburg eliminated some modifications by replacing them with new functionality in 9.0. An Initial Pass and three upgrade test moves were completed and tested in eleven-months prior to the October go-live. With this comprehensive approach, Frostburg was able to shorten the timeline for completing the upgrade, thus saving money, stress, and pressure on Frostburg staff.

CedarCrestone: Turning Software into Solutions

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About CedarCrestone

CedarCrestone delivers real client success by providing consulting, technology, and managed services for the deployment, management, and optimization of Oracle applications and technology.