

RESULTS AND BENEFITS

The automation of this process allowed Heald to determine the Additional Funds eligibility for all potentially eligible students and ensure those funds were disbursed to the students. Heald was able to provide their students with millions of dollars in additional financial aid assistance which would not have been feasible if these students were processed manually. Heald achieved a 600% ROI within a four month time frame since it would have required over 150 additional personnel to process the loans in the same timeframe manually.

The solution created a framework of reusable services that will be used for further automation over the next few years, which will significantly reduce the cost of processing a student through the Financial Aid process. In addition, CedarCrestone's Exception Management System (EMS), which leverages Oracle Rules Engine, BPEL Process Manager, and Human Workflow, was implemented. The EMS will be utilized at an organization level for all future web services.

In order to minimize development time and maximize the reuse of existing business logic within the PeopleSoft application, PeopleSoft Component Interfaces were created. The Component Interfaces encapsulate all of the business logic that is used by the PeopleSoft user interface to verify data input by a user is valid. The PeopleSoft Adapter is used to expose the Component Interfaces as Web Services to be consumed by the BPEL processes.

Several BPEL processes were created around the Component Interfaces to aggregate functionality into composite services, such as create student and update application, which contains additional complex business logic. For example, when creating a new student record the PeopleSoft system is searched for a match on the student's information before a new student record is created, thus preventing the creation of duplicate Emplids in the PeopleSoft system.

Keep PeopleSoft and Salesforce.com student information in sync

It is the recruiter's responsibility to monitor the student's enrollment status until the student has completed their first course. If the student does not attend their first class or drops out of an enrolled class it is the recruiter's responsibility to contact the student and determine the reason. This required keeping the student's information, which is now managed in PeopleSoft, updated in Salesforce.com so that the recruiter has access to the enrollment status and the student's most recent contact information.

"CedarCrestone's mission is to build successful, long-term customer partnerships by utilizing best of breed technology. At Heald College we leveraged the scalability, ease of use and compliance with industry standards of Oracle BPEL Process Manager to deliver an integrated solution in 12 man-weeks. The value of Oracle BPEL PM was apparent when we could rapidly incorporate significant mid-project requirement changes in 5 days when the CIO expected a project delay of 2 months."

Larry Fraize
AVP – Shared Technical Services
CedarCrestone

"CedarCrestone is one of the few firms that has crossed that invisible line from vendor/supplier to partner. CedarCrestone has consistently and without fail: a) responded extremely quickly to our challenges in the most efficient way possible and always doing what was right for us, in spite of the cost or inconvenience to them, and b) treating every request for help as a major opportunity—regardless of the scope or size."

John Cummings
Corporate Director of Information Technology
Heald College

Error Hospital

Heald's lead and student information is the lifeline of their business and delaying or losing this data between systems will seriously affect their business. Heald needed a way to ensure that the data is properly moved between systems without the need for a large staff to constantly monitor the integration layer.

An error hospital was created to centralize the handling of errors in the integration layer. The error hospital is designed to route errors to the appropriate support group and send email notifications that an error has occurred in a process. For example, if an error is the result of bad data, the error is identified as a business support issue and sent back to the recruiter who owns that record. The error hospital improves the support model and error response time by routing errors to the proper support groups.

CedarCrestone Profile

Type: System Integrator (SI)

Location: Atlanta, GA

Public/Private: Private

Size: 600 employees

Geography: North America

Key Verticals:

- Commercial
- Higher Education
- Public Sector

Expertise:

- Oracle E-Business Suite
- Oracle Fusion Middleware
- Oracle Portal
- Oracle Training
- Oracle Database
- PeopleSoft

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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.