

## Benedictine University

# PeopleSoft HCM and Campus Solutions Upgrade

## *A Transformation Through Technology Case Study*

*Benedictine University is a highly ranked university in the Midwest. The institution is committed to providing a high-quality, Catholic, liberal arts education for its more than 5,000 students.*

### Synch-Solutions' Role

#### Quality Control

- ▶ Validate correct configuration of 9.0 modules
- ▶ Assist with creation and validation of user acceptance testing (UAT) scripts
- ▶ Advise and assist with 9.0 PS Query/Report modifications

#### Change Management

- ▶ Promote understanding of 9.0 functionality through development and delivery of system-usage presentations
- ▶ Ensure rapid and thorough integration of 9.0 functionality into business processes through development and delivery of training for process owners

### The Institution

The institution now known as Benedictine University was founded in 1887 in Chicago as St. Procopius College. It moved to Lisle, a western suburb of Chicago, in 1901. In 1971, the institution became Illinois Benedictine College. After adding graduate, doctorate and adult learner programs, it was renamed Benedictine University in 1996. Benedictine University is highly ranked among Master's universities and is noted for its international student component, ethnic diversity and small class size.

### Challenge

In the Fall of 2007, Benedictine University (BU) began an upgrade process for two of the PeopleSoft applications it employed – Human Capital Management (HCM) and Campus Solutions (CS). The impending phase-out of Oracle/PeopleSoft support for Campus Solutions version 8.0, planned for the Fall of 2008, necessitated that BU upgrade its shared HCM/CS system. Intending to upgrade its system to version 9.0, BU management decided that an experienced partner would enhance the abilities of its own skilled staff, serving to ensure both an effective transition to version 9.0 and the appropriate application of new 9.0 functionality. BU selected Synch-Solutions as its partner to ensure that the institution's project goals and timelines were successfully realized.

### Solution

Synch-Solutions developed a targeted approach to address specific areas of concern for Benedictine University. Key areas were identified within each module, and focused solutions were developed to address the needs in a cost-effective and accurate manner. Our approach filtered out functionality that the institution's skilled staff could address independently, and focused on areas for which significant updates had occurred between versions 8.0 and 9.0.

*“During our upgrade project we felt confident that we made the right choice with Synch-Solutions. We continue to benefit from the team’s expertise. We appreciated Synch-Solutions working with us to stay within our budget and will call on them again for extra help in the future.”*

**Cheryl Gregorek**  
Senior User Liaison  
Office of Information Technology

### Module Solutions

Synch-Solutions provided subject matter experts for both Human Capital Management and Campus Solutions modules, including:

- ▶ Campus Community
- ▶ Admissions
- ▶ Student Records
- ▶ Student Financials
- ▶ Self-Service
- ▶ G/L Interface
- ▶ Contract Pay

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Our solutions ranged from providing one-on-one configuration consultation with business process owners to large-scale training presentations covering new functionality (i.e., Communication Generation and Population Selection). In addition to configuration and training presentations, our team worked closely with BU to validate user acceptance test (UAT) scripts to accurately test business processes configured in version 9.0. We highlighted version 9.0 security updates to make certain that corresponding data (e.g., Student Groups, Service Indicators and Test Data) were properly secured. We also analyzed and updated PS Query updates based on updated 9.0 table structures.

### Results

In August of 2008, Benedictine University successfully upgraded its production system HCM/CS to version 9.0 without incident. New functionality was quickly incorporated, and the various constituent groups – students, faculty and administrators – quickly realized new system benefits. Synch-Solutions was pleased to assist Benedictine University in this effort to ensure a smooth and painless transition of the new version’s benefits to the broader population.

### Learn More

To find out how Synch-Solutions can help your institution elevate the value it brings to stakeholder communities, call 312-252-3700 or visit [www.synch-solutions.com](http://www.synch-solutions.com).

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### ABOUT SYNCH-SOLUTIONS

Synch-Solutions is a leading management consulting and technology services firm committed to delivering business transformation solutions that elevate the value an organization brings to its entire community. We are headquartered in Chicago, Illinois.

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### Headquarters

211 West Wacker Drive, Suite 300  
Chicago, IL 60606  
312 252 3700 Telephone  
312 201 5226 Fax  
E-mail: [info@synch-solutions.com](mailto:info@synch-solutions.com)  
[www.synch-solutions.com](http://www.synch-solutions.com)

### Other Locations

Atlanta, GA  
New Orleans, LA  
New York, NY