

HEXAWARE

Oracle PeopleSoft Campus Solution Upgrade for a Leading Educational Institution

Case study



Client

| Client

Challenge

Solution

Benefits

Summary

PeopleSoft Upgrade for Leading Institution

The client, a prominent educational institution, partnered with Hexaware to execute a strategic upgrade of their PeopleSoft Campus Solutions from version 9.1 to 9.2 and the PeopleSoft Portal from version 9.0 to 9.1. This project encompassed critical modules within their student information system, including Recruiting and Admissions, Student Records, Gradebook, Campus Self-Service, Student Financials, Learning Outcomes, Advisor/ Advisee, Transcripts, Academic Profile, GPA Calculations, and Student Fees. This PeopleSoft implementation was essential for streamlining the institution's campus management system.



Challenge

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Operational Hurdles Impact Performance, Usability, Security

- Slow application performance in page access, processing, and database timings within the student information system.
- Extensive customizations complicating PeopleSoft upgrade and ongoing PeopleSoft support.
- Browser compatibility issues with Classic and Fluid pages impacting the campus management system user experience.
- Significant user adaptation needed for the new search engine in PeopleSoft Campus Solutions.
- Authentication issues in CAS-enabled environments impacting secure access to the student information system.



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Comprehensive Upgrade and Optimization Strategy

- **Strategic Upgrade:** Upgraded PeopleSoft Campus Solutions and Portal to the latest versions, minimizing disruption and ensuring a robust campus management system.
- **Performance Tuning:** Optimized application and database performance, enhancing the overall student information system by resolving access and execution delays.
- **Reduced Customizations:** Identified business processes during fit-gap analysis and retrofit discussions, leveraging CAF (Common Attribute Framework) to minimize custom code in the PeopleSoft implementation.
- **Browser Compatibility Fixes:** Provided guidelines and workarounds to ensure seamless user experience across desktop, iOS, and Android platforms for the campus management system.
- **CAS Authentication Support:** Collaborated with the client to resolve CAS and Oracle PeopleSoft authentication issues in PRD and UAT instances, strengthening PeopleSoft support.
- **Hexaware Tools:** Utilized tools such as the assessment tool, retrofitting tool, and tablespace reporting tool to streamline and enhance the efficiency of the PeopleSoft upgrade process.



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Efficiency, Cost Savings, Enhanced Experience

- Achieved 15% cost savings with remote PeopleSoft upgrade to test and production environments, reducing PeopleSoft support costs.
- Increased process efficiency by 20% through performance improvements and process optimization in the student information system.
- Enhanced business process configurations in PeopleSoft Campus Solutions minimized reliance on custom code for improved maintainability.
- Elastic search and improved browser compatibility delivered a superior user experience across the campus management system.
- Resolved CAS authentication issues, ensuring seamless access and faster security resolution through expert PeopleSoft support.



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Future-ready, Optimized Campus Platform

Hexaware’s strategic PeopleSoft upgrade and ongoing PeopleSoft support enabled the client’s PeopleSoft Campus Solutions to become a future-ready, efficient, and secure campus management system. By leveraging proprietary tools, reducing customizations, and enhancing performance and usability, the client’s student information system is now well-positioned for continued digital transformation and operational excellence through reliable PeopleSoft implementation and support.



Have a unique challenge or need expert PeopleSoft support?

Contact us at marketing@hexaware.com to start your digital transformation journey today.

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at <https://www.hexaware.com>.

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