



CASE STUDY

Profile:

- One of the largest and oldest universities in Saudi Arabia
- 163 departments, 150 degree programs, 9 campuses
- 44,000 students

Key Issues:

- Earlier implementation resulted in a bug-ridden solution
- System not integrated properly with the other software solutions

Addvantum's approach:

- Fresh implementation of Student Financials and Financial Aid Modules
- Migration of the existing PeopleSoft Campus Solutions environment to Linux
- PeopleSoft CRM and PeopleSoft Warehouse CRM for provision of BI reports

Achievements:

- Students enrolling into a fully functional PeopleSoft Campus Solution
- Deployment of PeopleSoft CRM and BI
- Fully functional bi-lingual Smartphone App

About the University:

The University of Dammam is one of the largest and oldest Universities in Saudi Arabia. The university consists of 163 departments, 150 degree programs, 44,000 students and 9 campuses. As a premier educational institution of Saudi Arabia, University of Dammam chose to go with the best-of-the-breed IT solutions to meet its business needs: they implemented PeopleSoft Campus Solutions, Blackboard Learning Management System and Symphony Library Management System, among others.

Key Issues:

- The early implementation of PeopleSoft Campus Solutions at the University resulted in a bug-ridden, heavily customized solution - something that makes upgrades very difficult, if not impossible - that did not meet the needs of the University.
- Some of the key modules such as Student Financials and Financial Aid were not implemented.
- The system was not integrated properly with the other software solutions in use by the institution.
- Plans by the University to deploy a business intelligence solution to tap into the rich vein of data were not possible till all the modules were made fully functional;
- Plans by the University to deploy a CRM solution were also held back due to the poor implementation of PeopleSoft Campus Solutions.

Addvantium's approach to resolve issues:

- University of Dammam decided to engage Addvantium to evaluate the implementation of PeopleSoft Campus Solutions and make it functional by doing away with the needless customizations and replacing, where possible, with delivered functionality. The Addvantium team also undertook fresh implementation of the Student Financials and Financial Aid Modules.
- The overall methodology which Addvantium adopted fundamentally included implementation audit, up-gradation of business processes, migrating the solution to delivered systems, implementing new systems and system upgrades.
- Addvantium's infrastructure team was also called upon to migrate the existing PeopleSoft Campus Solutions environment to Linux and configure/size the environment such that it could take the load for concurrent enrollment of tens of thousands of students.
- Addvantium was expected to follow up the Campus Solutions enhancements and fixes with implementation of PeopleSoft CRM, PeopleSoft Warehouse for provision of business intelligence reports and provide University of Dammam with a mobile application with native support for both iOS (Apple) and Android environments.



Achievements, Benefits and Current Status:

- Advantum achieved all of the above objectives and it was indeed a proud day when tens of thousands of students were able to enroll successfully into a functioning Campus Solutions system.
- PeopleSoft CRM has been deployed to provide the organization with support in the areas of event management and student services.
- The deployment of the business intelligence solution has meant that University of Dammam's senior management is in a position to slice and dice information. This would enable them to gauge trends and risks thereby enabling them to take the right decision at the right time.
- A fully-functional bi-lingual smartphone application for both Apple and Android phones has been rolled out successfully.