



## CASE STUDY

### Key Issues:

- Lack of integration among the various schools
- BI and Data warehousing could not be implemented easily due to lack of comprehensive integration
- Work in isolation led to ad hocism

### The Solution:

- End-to-end Student ERP system
- CRM and BI Solutions
- Integration with BlackBoard LMS and Library Management System
- Mobile App for both Apple and Android introduced

### Benefits:

- Standardized, centrally maintained, accurate information shared seamlessly between departments
- One system to replace disparate systems
- Flexibility to evolve programs and courses



**Student ERP Solution with  
SmartPhone App Rolls  
out at KSAU**

## About the University:

King Saud Bin AbdulAziz University for Health Sciences (KSAU-HS) was established as a center of excellence for medical education in Saudi Arabia in 2005. KSAU-HS's main campus is in Riyadh with two additional campuses in Jeddah and Al-Ahsa.

The Association for Medical Education in the Eastern Mediterranean Region (AMEEMR) selected KSAU-HS to be its headquarters. KSAU-HS has a number of licensing agreements to develop its academic programs with prestigious universities worldwide.

## Key Issues:

- Over the years, the university developed a number of home-grown systems to meet its needs. As is the norm with such solutions, these disparate solutions were not integrated, lacked scalability and were found wanting where robustness was concerned.
- The lack of integration meant that various schools operated in isolation: the solution developed for school of nursing, for instance, was different from the one developed for school of medicine. This made it difficult for the senior management to get correct information at the click of a button.
- Having different core systems meant that the university found it tedious to integrate commercial solutions such as the Blackboard Learning Management System in a holistic fashion.

- Work in isolation made it difficult to have consistency where application of processes was concerned; this tended to encourage undesirable degree of autonomy and ad hocism within the university.
- Lack of comprehensive integration meant that business intelligence and data warehousing solutions could not be implemented easily and the management was not in a position to leverage meaningfully from their existing pool of data.
- Different systems also meant that the level of services provided to the stakeholders was of inconsistent standard and quality; essentially a reflection of the quality of individual systems.

## The Solution:

- KSAU-HS management decided that they needed to do away with their existing set of solutions and rollout a world-class Student ERP Solution to take care of the end-to-end business needs of the institution.
- The University also decided to put into place industry strength solutions for Customer Relationship Management (CRM) and Business Intelligence (BI) to supplement the Student ERP Solution.
- It was decided to integrate the existing pool of proven commercial solutions, such as Blackboard Learning Management System and the Library Management System with the Student ERP (called Student Information System – SIS) Solution and also bring in quality solutions to plug in the gaps where systems were missing, such as Exam Scheduling and Timetabling.





- In keeping with the age of smart phones and tablets, the university also decided that the core functionality of the Student ERP Solution should be available as an application on both Android and iOS smart phones.
- After a rigorous selection and evaluation process, the University chose to implement PeopleSoft Campus Solutions, PeopleSoft CRM, Oracle Student Information Analytics and UniTime timetabling and scheduling solution. Advantum was chosen as the implementation partner.

### Achievements, Benefits and Current Status:

- Advantum used its proprietary methodology, based on designing solutions on an end-to-end basis for all of the key business processes. The project was rolled out in a phased manner to reduce the turbulence that comes as a result of change management issues.
- Advantum enabled KSAU-HS to deliver more with a solution that streamlines processes, enhances efficiency and boosts productivity in a cost-effective manner.
- Some of the cross-cutting benefits that came about as a result of the project are:
  1. Standardized, centrally maintained, accessible, real time, accurate information that is shared seamlessly between departments,
  2. Integrated modules to facilitate admissions, financials, academic progress and plan information. One system to replace disparate, disjointed systems,
  3. Flexibility to evolve programs and courses without affecting existing definitions,
  4. The implementation resulted in a more effective scheduling process; more professional handling of information and a smoother registration process.