

Long Term CedarCrestone Partner, Palomar College, Expedites Upgrades using CedarCrestone's Lab

BACKGROUND

Palomar College is a two-year public community college that has been providing quality education to its District's residents for more than 60 years. Its 200-acre campus is located in San Marcos, California, approximately 30 miles north of the city of San Diego. The San Marcos campus is supplemented by an educational center in Escondido, as well as additional outreach sites located throughout inland north San Diego County. The College offers over 300 associate and certificate programs and serves over 32,000 students each semester.

The partnership between Palomar and CedarCrestone began in 1998, with the implementation of PeopleSoft HRMS 7.5, Financials 7.0, and Student Administration 7.5, PeopleSoft's first general release of its student system. In 2003-04, CedarCrestone assisted Palomar in upgrading its ERP applications to version 8.0 using the CedarCrestone Upgrade Lab. With this upgrade, CedarCrestone successfully brought all upgrade scripts up-to-date and developed critical Web customizations.

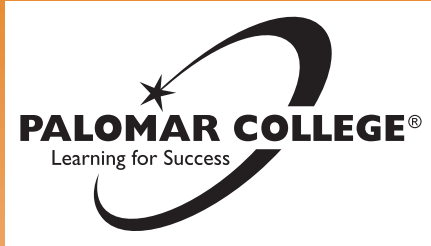
CHALLENGES

By 2007, Palomar recognized the importance of upgrading its ERP applications to take advantage of new capabilities available in more current versions of the Oracle/PeopleSoft ERP applications. Palomar turned again to CedarCrestone to assist in this endeavor. Although Palomar was prepared for the upgrade, project leaders realized that their staff would have a steep learning curve in upgrading to newer versions of PeopleSoft Financials, HCM, and Campus Solutions. Palomar understood the need for a well-defined project plan and a flexible consulting schedule to meet its upgrade objectives within budget.

SOLUTION

Using the Upgrade Lab, Palomar upgraded its PeopleSoft Financial Management System from 8.0 to 8.9, and subsequently upgraded its Campus Solutions and Human Capital Management systems from 8.0 to 9.0. CedarCrestone provided a well-defined project plan that specified what tasks were necessary for Palomar to complete and the timeline by which they were to be completed. Using the project plan as a guide, CedarCrestone consultants worked with Palomar on a flexible schedule to accommodate the college's resource and time constraints.

CedarCrestone's Upgrade Lab consultants built and updated the PeopleSoft Demo, Development, Test, and Production environments for Palomar. They also applied patches and fixes to these environments as they were needed, ran the



Industry	Higher Education
Applications & Modules	Lab Upgrade <ul style="list-style-type: none">Financials 8.0 to 8.9 Campus Solutions 8.0 to 9.0: <ul style="list-style-type: none">Campus CommunityRecruitment & AdmissionsStudent RecordsFinancial AidStudent FinancialsStudent and Faculty Self Service HCM 8.0 to 9.0: <ul style="list-style-type: none">Human ResourcesPayroll
Services	CedarCrestone Lab Upgrade Services <ul style="list-style-type: none">Lab-basedOn-site functional consulting
Client since	1998



Upgrade Compare Processes, and modified the delivered upgrade scripts to correct data errors. The Upgrade Lab executed the Initial Upgrade Pass, conducted all test moves, and made the final move to production. Palomar was responsible for providing the needed copies of the Palomar production database to the CedarCrestone Lab. Palomar worked with the CedarCrestone Upgrader to launch the new version in the Palomar environment at the conclusion of the upgrade.

RESULTS AND BENEFITS

Because CedarCrestone had brought all of Palomar's upgrade scripts up-to-date with 8.0, the subsequent upgrades proceeded smoothly and expeditiously. Palomar was able to lessen the workload on its staff, expedite the project, and complete the upgrades on time and within budget. Members of Palomar's technical staff were able to enhance their technical skills and their knowledge of the new versions of the ERP applications. Palomar also made

important updates to its MIS reporting capability to meet the California Community College Reporting requirements. The value that CedarCrestone's lab approach added to Palomar's upgrade projects is summarized in the following client statement:

CedarCrestone's upgrade lab services have been outstanding. We could not have asked for better service. The college's Student Administration/Human Resources System was not at the required patch-level to use the PeopleSoft delivered upgrade scripts. In June 2004, CedarCrestone's technical consultants bridged the upgrade script gap and applied a Web customization that enabled the college to upgrade its system to 8.0. Since then, Palomar College has contracted with CedarCrestone for lab services to upgrade its Financials system to 8.9 in 2006 and the Student Administration/Human Resources System to 9.0 in June 2008.

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