



## Flexible Solutions for your Business Needs

### CURRENTLY SUPPORTED MODULES

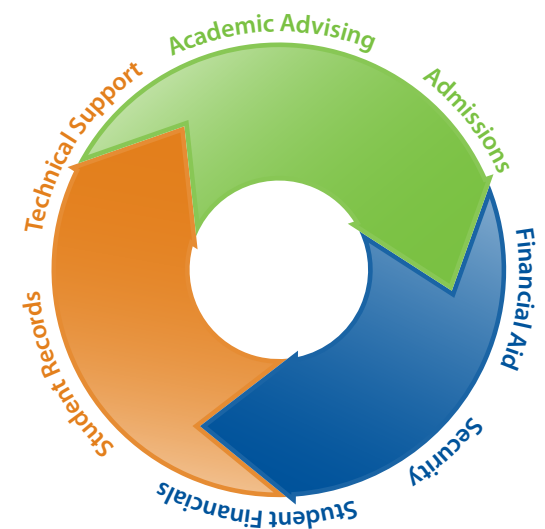
- Academic Advising
- Admissions
- Financial Aid
- Security
- Student Financials
- Student Records
- Technical Support

### ABOUT CEDARCRESTONE

CedarCrestone delivers industry-focused client success by providing consulting, technical, and managed services for the deployment, management, and optimization of next-generation applications and technology.



1255 Alderman Drive  
Alpharetta, GA 30005  
866.827.3786



## REMOTE HELP DESK SERVICES

# FOCUSED ON PROBLEM RESOLUTION

Remote Help Desk Services offers cost-effective solutions to higher education institutions that have ongoing needs, but limited budgets. Our flexibly priced options provide easy access to CedarCrestone's most experienced functional and technical PeopleSoft experts.

## Services

- Functional and technical troubleshooting
- Development of advanced queries, XML reports, equations, and more
- Expert guidance with deploying new tools and technology
- Security set up and maintenance
- Implementing new functionality

## Benefits

- Experienced senior consultants
- Cost-effective post-implementation support
- Access to an entire cadre of consultants
- Bridge needs during unforeseen turnover
- Structured to provide ongoing knowledge

Maximize your  
total technology  
investment

*CedarCrestone's Remote Help Desk solution has been a great fit for us at Nevada State College. We are a small school with a limited budget and can't always afford to bring in a full-time consultant. It is really comforting to know that the experts are only a click away.*

**Annie Macias**  
Special Assistant to the VP for  
Finance and Administration/Bursar  
Nevada State College  
Henderson, NV



## STRATEGIC SOLUTIONS FOR COLLEGES AND UNIVERSITIES

Higher education must continue to adapt and respond to the challenges of reduced budgets, cost containment, and increasing expectations.

*We've worked with a diverse customer base. How can we help you?  
CedarCrestone's cadre of experienced consultants can help you resolve problems quickly and efficiently.*