



KDU's Drive towards Excellence with Techlogix Application Management Services

KDU, a pioneer in Malaysian private education sector, was founded in 1983 by Paramount Corporation Berhad, Malaysia with an aim to provide a superior learning experience to nurture students to become independent life-long learners. Over the years, the KDU Education Division has grown in size and strength but its commitment remains the same: To provide quality education. KDU prides itself with its impressive alumni of more than 45,000 graduates. In line with the college's mission to provide superior learning experiences in a caring and conducive environment for its students, KDU started implementation of Oracle PeopleSoft Campus Solutions in 2011. In 2012, PeopleSoft Campus Solutions went into production usage.

Achieving operational excellence after the deployment of a world class Student Information System is a non-trivial task. The software typically redefines the core as well as some peripheral Standard Operating Procedures (SOPs) of the university. The impact is felt by almost everyone associated with the university: students, faculty, and administrative users. As a consequence, the university IT team gets burdened with resolving post production issues, answering queries and concerns of impacted end users, training new end users (new hires, or new students) and so on. KDU decided to tap into Techlogix's pool of PeopleSoft Campus Solutions experts to get timely, efficient and cost effective support services.

Customer

KDU University College,
Malaysia

Industry

Higher Education

Offering

Oracle PeopleSoft
Campus Solutions

About the Client

KDU University College is a private Malaysian college with three campuses in Petaling Jaya, Penang and Sibul. It offers education programs at the Certificate, Diploma, Degree and Masters levels and has a student population of over 6,000, where an estimated 25% are international students from over 55 countries.

The Challenge

KDU opted to implement Oracle PeopleSoft Campus Solutions with the following objectives:

- Integration between academic life with the administrative aspect
- Flexibility to adopt various types of curricula in parallel
- Integration of services in student administration including support for self service
- Improve business process efficiency and deliver enhanced services to users
- Better Reporting capabilities

In the first phase, KDU took PeopleSoft Campus Solutions live with all modules other than Self Service. KDU decided to rollout Student and Faculty Self Service in 2013. At the same time, the fee rules had also revised in KDU and these revisions needed to be incorporated in the system along with ongoing system support and maintenance tasks. KDU decided to tap into Techlogix Application Management Services (AMS) to drive the rollout of Self Service as well as regular support work.

The Solution

Techlogix's engagement with KDU is structured around dedicated resources that provide support services at Malaysia timings to KDU. The role of support staff is to:

- Acknowledge the support requests (tickets) logged by KDU
- Resolve the tickets

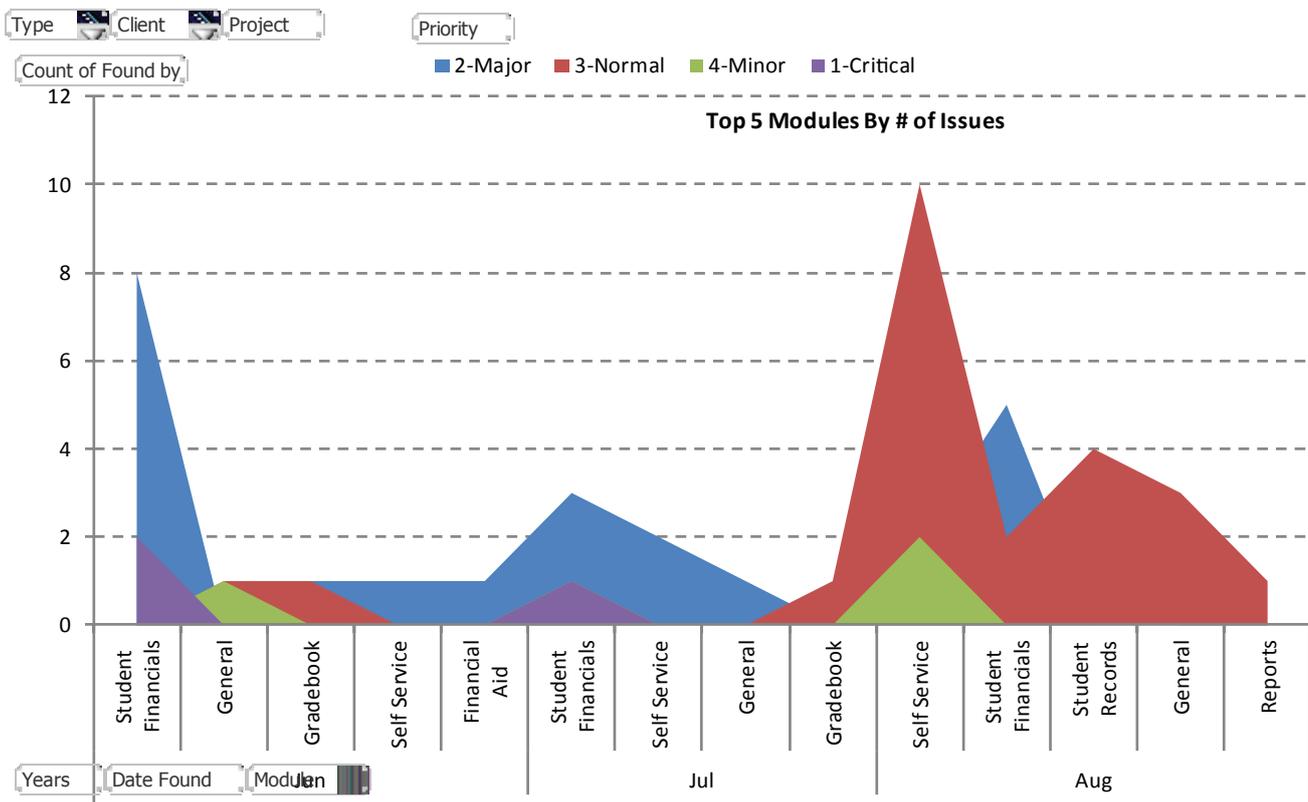
- Assist KDU to verify resolved tickets
- Provide Testtrack access to KDU – Testtrack is the web based ticket tracking software that's available 24/7 as part of the Techlogix AMS solution

The AMS engagement is augmented by an overall management structure and established support practices which provide:

- Customization of Testtrack's ticket workflow to suit KDU needs
- Periodic quality review of solutions provided in the tickets and appropriate corrective action where required
- Monthly status reporting to KDU in the form of dashboards
- Escalation to management at KDU and Techlogix end in case of exceptional delays at either end

Key Contributions: Taming the Support Process

- The support contract between KDU and Techlogix was a pure offsite engagement model; both teams had never met in person or worked together before
- KDU team wasn't proficient in the use of TestTrack, and it seemed like an overhead to document all service requests and route them through a formal process when there was a concentration of defects in the functionality related to Student Financials and Student Records modules, configurations and testing of self-service needed to be done in time for planned rollout

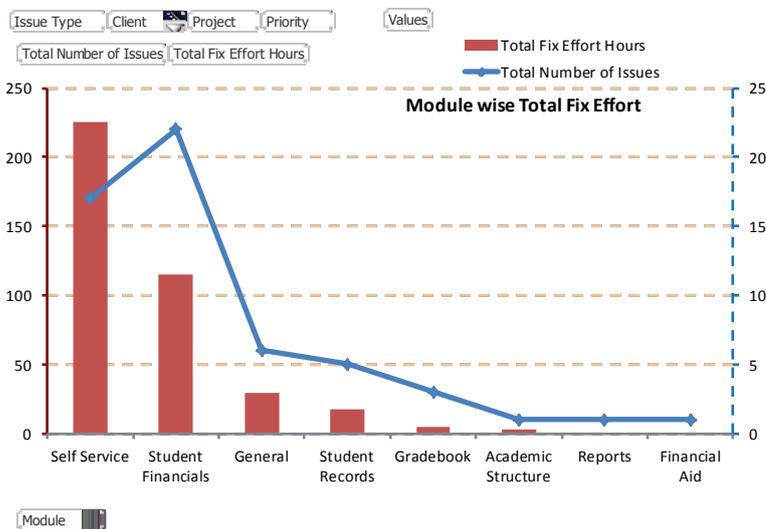


- KDU team was not very clear on the features offered by Self Service, and the plan to rollout self service module demanded clarity at their end

Unlike implementations, support is challenging in many ways. Applications, processes and support staff change over time; quick fixes can easily lead to ripples or broken processes. Risk increases when multiple teams work in parallel.

Several full team calls and screen share sessions were done to bring KDU and Techlogix teams on the same page with reference to the risks and working model. The teams agreed to use Testtrack to manage service requests; monthly reporting off this data is helpful in taking corrective actions where required.

Whenever the number of tickets is more than what the support staff can handle, the teams prioritize work.

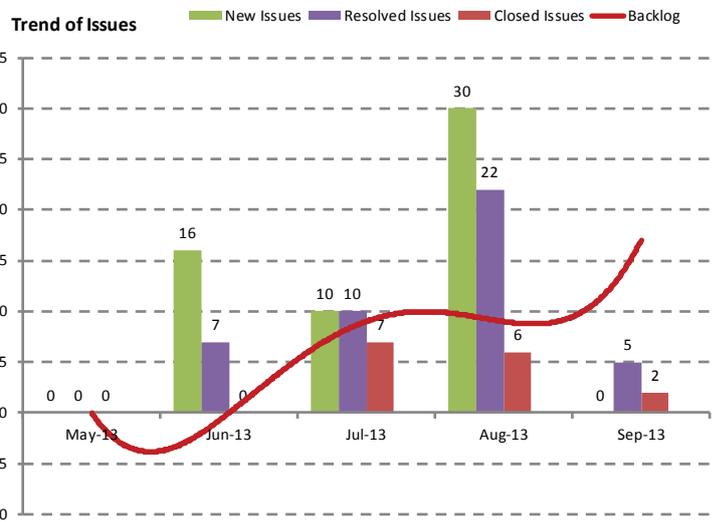


Key Contributions: Rollout of Student Self Service

As a first step toward rollout, the students' involvement plan was drawn with mutual agreement between teams. KDU was advised to launch self-service enrollment and then gradually increase the feature set available to students via self-service.

Inline with the plan, relevant self-service navigations were exposed and tested.

As the next step, KDU and Techlogix support staff worked together to systematically train students to self-enroll. The training material was developed using Oracle UPK, and improved over time. During the course of training sessions, KDU team was also trained to use the Developer Tool to modify recorded UPK flows.



Key Contributions: Diversity of Services

The fixed cost AMS model allows KDU to draw on the variety of services, salient ones are listed below:

- Infrastructure services, assist KDU if any instance/environment change is required
- New configurations and enhancements
- Fixing errors in currently used functionality
- Documentation – technical, functional, end user documents
- Training (with limited scope)
- Review/audit on select areas (with limited scope)

Key Contributions: Quality of Services

Additional steps taken to ensure quality:

- Periodic reviews of randomly selected support requests for a review process
- Techlogix Support staff gets expert advice from module and domain experts as and when required

Benefits

The benefits that have accrued to KDU include:

- Cost effective resource augmentation to People-Soft support team
- A scalable (elastic) support model
- Improved end user experience from a quality perspective
- Skills development of KDU's team in select areas
- Richer and diverse support services' availability for KDU, infrastructure related services are also available on need basis
- An agile model that adapts better to mitigate the risk of resource attrition
- Sustainable AMS model that relies on reliable software tools for versioning and configuration management

“KDU University College embarked on its Oracle PeopleSoft Campus Solutions implementation in February 2011. Techlogix rolled out the standard modules and also converted historical data from our legacy systems and delivered customizations, extensions, reports and provided training. KDU University College continues to work closely with Techlogix is leveraging the functionalities within Oracle PeopleSoft Campus Solutions and has an annual support contract with Techlogix.”

Eugene Yeoh
Group IT Manager

Higher Education

<http://techlogix.com/HigherEducation>

Techlogix is a leading implementer of PeopleSoft Campus Solutions with more than twenty universities completed across Asia Pacific, the largest number for any Asia based solution provider. With more than 100 resources dedicated to Higher Education and implementations in 10 countries around the world, we provide both focus and experience. We also provide complementary solutions including PeopleSoft Financials and CRM, Sakai Learning Management and scheduling solutions. Our Application Management Services team provides delivers post-implementation support services.

Contact

For more information, contact info@techlogix.com



About Techlogix

Techlogix is an IT Services, Consulting and Business Solutions company that helps its global clientele achieve enterprise transformation by harmonizing people, process, and technology. Techlogix builds high performance solutions using practice-specific delivery methodologies that utilize its globally distributed development teams. Our people combine the spirit of engineering excellence with a strong commitment to end-to-end customer experience. Techlogix employs approximately 300 people in 5 delivery centers worldwide.

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