Deloitte.

From trailing the pack to leading it: Deloitte helps Cornell upgrade its administrative systems on time and under budget

Over the course of its 152-year history, Cornell University has been consistently recognized for its exceptional education programs. But in 2014, the university realized it was lagging in one increasingly important area: delivering a supported and robust technology experience to staff, students, and faculty. While its users took advantage of the latest technology in other aspects of their lives, the software Cornell relied on for several student administrative functions—bill payment, financial aid, grading, and course registration—was slightly behind the times. By teaming with Deloitte and being willing to take bold steps, Cornell not only made great strides toward moving to SaaS and Managed Services—they became one of the first universities to move ahead and deploy Oracle 9.2.

Cornell, a private Ivy League and land-grant doctoral university, was using an outdated version of Oracle's PeopleSoft Campus Solutions (version 8.9) to support the needs of the modern campus. Today's students are looking for a contemporary user experience, and campus administrators need flexible functionality and a product lifecycle platform to better manage system maintenance costs. Oracle had already released two newer versions of the system (versions 9.0 and 9.2). Cornell was missing out on quarterly patches and bug fixes programmed for the latest releases, and Cornell's users were unable to leverage newer features supported through the latest version.

Knowing that peer universities had already moved off of 8.9, Cornell reached out to several service providers to take part in a competitive bidding process to find the right organization to help them upgrade to Campus Solutions 9.0. After a competitive bidding process to select a partner for the upgrade to Campus Solutions 9.0, Cornell selected Deloitte.

The Deloitte team began the project by conducting a thorough upfront discovery using proprietary assessment tools and asking challenging questions. With all of the groundwork laid, Deloitte used a clearly defined upgrade strategy and came in on time and under budget with the 9.0 upgrade. Taking the right steps at the onset positioned Deloitte for a successful implementation. With Cornell's permission, Deloitte used the savings from the 9.0 upgrade to advance them further to Campus Solutions 9.2 the following year.

The strategy Deloitte used for this project has been refined and optimized into a concise strategy for 9.2 upgrades that can now be used to help other schools implement Oracle 9.2 more quickly.

For more information on modernizing your campus with 9.2, please contact us at **highereducation@deloitte.com**

John Berkenkotter
Senior Manager, Deloitte Consulting LLP

"The unique strategies Deloitte used for Cornell helped us implement 9.2 with 65 percent less effort than it took us to upgrade them to 9.0. We were able to demonstrate our ability to shorten the upgrade time before the project started, which was critical for us to receive the formal green light to proceed. I have been focused on Campus Solutions upgrades for the better part of the past six years, and can truly say the upfront discovery and analysis done here was unique. It really helped us to position Cornell for success. The best part is that it's transferable to any institution that wants to work smarter."

Chris O'Brien
IT Project Manager, Cornell University

"As the project manager leading the Campus Solutions 9.2 upgrade at Cornell, I saw that Deloitte's people, strategic insights, and delivery expertise made a big difference to the success of our project. Their upgrade methodology helped us to significantly reduce technical efforts and the resulting functional support so we could launch within a firm timeline and budget."