

SharePoint Customer Solution Case Study



Company: Boise State University
Website: www.boisestate.edu
Country or Region: United States
Industries: Education
Partner: InFlight
Partner Website:
www.inflightintegration.com

Company Profile

Boise State University is a public research university with over 20,000 students.

Software and Services

Microsoft® SharePoint® 2010
InFlight™

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www.microsoft.com/casestudies

University Solution Unifies Students, Faculty, Staff, and Business-Critical Systems



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Brian Bolt, Office of Information Technology, Operational Director, Boise State University

Boise State University wanted to get more value out of their existing IT investments and deliver a campus-wide, unified system without rip and replace. They chose a Business-Critical SharePoint solution, InFlight™ to connect Microsoft® SharePoint® 2010 with PeopleSoft, bringing teams closer, simplifying processes, and improving return on investment (ROI).

Business Needs

Boise State University is a public research university with over 20,000 students. The university built up several disparate information systems over the years, each serving different groups of people. While the human resources department worked with the PeopleSoft Human Capital Management (HCM) system, the finance department used PeopleSoft Financials. Students and alumni used Blackboard learning management system, Google Apps, and PeopleSoft Campus Solutions.

Boise State wanted to provide students, faculty and staff with a single point of entry into the multiple systems that they accessed on a daily basis. Students in particular found navigating the PeopleSoft systems cumbersome. They were getting frustrated while engaging with the system to perform core tasks and activities such as

enrollment, course scheduling and more. This in turn placed a heavy burden on limited helpdesk resources. Boise State knew that its incoming students expected the university's IT systems to be as simple and easy to use as Facebook and Amazon. However, PeopleSoft represented a major IT investment that was costly to implement and embedded in operations.

As a result, the big question among senior leadership at Boise State was how they could get more value out of existing investments and a deliver a campus-wide, unified system without having to rip and replace existing systems.

Solution

Boise State University chose Microsoft® SharePoint® 2010 to deploy its Unified Web Experience strategy, which would later become known as my.BoiseState. This would provide students, faculty, and staff



with a single source for information and a single place to access key applications including Google Apps, Blackboard and PeopleSoft through a campus-wide SharePoint portal.

Boise State University began researching solutions to tie PeopleSoft into its my.BoiseState SharePoint portal. Instead of developing PeopleSoft-SharePoint integrations with web services, Boise State chose to license and install InFlight™, a Business-Critical SharePoint solution. InFlight integrates PeopleSoft Campus Solutions, HCM and Financials into SharePoint. This has improved the user experience and brought all of these business-critical systems together into one, convenient, easy to use and access, location.

Benefits

Simplified Processes

InFlight enables customers to integrate any part of any PeopleSoft module into SharePoint. This allows customers to bypass unnecessary or cumbersome navigation or steps in the PeopleSoft application, streamlining the user experience. The university estimates it will reduce the number of mouse-clicks required to perform key processes by 50% or greater.

One Secure Login for All Systems

InFlight delivers out-of-the-box secure single sign-on (SSO), eliminating the need for additional software and simplifying Boise State's technology stack. InFlight SSO allows a user to log into SharePoint and be immediately authenticated into both PeopleSoft and Blackboard. "We recognized that we had a pretty ambitious plan for tying in a lot of the Campus Solutions pieces", says Bolt. InFlight ensured Boise State would be able to launch its my.BoiseState portal with direct access to PeopleSoft Student Center from within SharePoint – a business-critical go-live requirement. The InFlight SSO combined with the ability to transform the look of PeopleSoft translates into a truly unified SharePoint portal with one look and feel.

According to Bolt, "The user doesn't recognize they're in PeopleSoft, they just recognize they're in the my.BoiseState experience".

User Friendly SharePoint Look and Feel

InFlight provides complete control over the look and feel of PeopleSoft. "We knew that we wanted to provide an environment where anything related to PeopleSoft had the same branded and polished style that we were delivering via SharePoint. Making it all blend in was pretty important to us", says Bolt.

Platform ROI

InFlight made the integration of PeopleSoft and SharePoint fast and easy without any development costs. As a result, the university was able to free-up precious time and resources to focus on the my.BoiseState user experience. InFlight extends hard-to-reach PeopleSoft functionality to an even wider user base; driving greater user satisfaction and incremental ROI across Boise State's PeopleSoft Enterprise applications. In addition, the university had committed to SharePoint as its long-term business intelligence platform and was determined to find ways of driving greater value from its investment. InFlight enabled the quick, easy and secure integration of PeopleSoft into SharePoint, bringing the crux of its Unified Web Experience strategy to fruition.

Boise State started by integrating its most critical applications. The initial phase of deployment focused entirely on Campus Solutions and the student experience. Next, they plan "...to integrate across the entire PeopleSoft platform...using InFlight over the course of the next year", says Brian.

De-Customizing PeopleSoft Enterprise

In addition, InFlight is helping Boise State de-customize its PeopleSoft applications. This has great value to Boise State because PeopleSoft customizations are costly to

update and maintain, especially when a major PeopleSoft upgrade is being planned.

Boise State is using InFlight to help de-customize its PeopleSoft International Student Check-In process; reducing development time and accelerating time-to-market. To achieve this, Boise has taken the different steps of the International Student Check-In PeopleSoft process into SharePoint and has been able to present them on one, simplified page. Doing so has dramatically streamlined the user experience by providing users with one simple place to check in and register.

"This is important because we're pulling in information from a number of different PeopleSoft components. The alternative to that would be a number of different web services or a PeopleSoft native application and what InFlight has done with its Data Capture technology is to actually deliver the information from these disparate sources within PeopleSoft seamlessly into a single window for this particular process", says Brian Bolt, Office of Information Technology, Operational Director at Boise State University. "It's turning out to be very effective."