

# REDEFINING THE HIGHER EDUCATION EXPERIENCE

for a leading North American Community College



**Services:** Oracle CX, Student Cloud & E-learning

## OVERVIEW

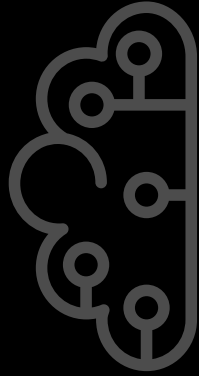
The client is a 50+ year old and the largest American educational institution in the Westchester County with 25000+ students. To prepare its students for the future, the client was looking for the following:

- › Identifying the right students
- › Engaging Students and delivering personalized Contents
- › Empowering & providing timely resources
- › Promoting student success

## SOLUTION

With close to 300+ courses and 5+ modules at the institution, the client was looking for a reliable Oracle partner to implement Oracle Student Cloud. Leveraging ACL's Oracle expertise, the Client could go-live with Oracle CX in just 6 months and became the 2nd Organization in the world to implement Oracle Student Cloud. As part of the engagement, ACL helped the client with the following:

- Outreach and engagement
- Recruitment
- Learning paths and advising
- Enrollment
- Funding
- Assessment and outcomes
- Support
- Alumni and fundraising



## PHASE WISE SOLUTION

The Oracle CX implementation was ready to go-live in 6 month. ACL Digital provided the solution in the following phases:

### 0-1 Month

- Understanding the business and technology needs
- Providing a scalable Digital Strategy & Platform
- Running a rigorous RFP & demo evaluation process for selection
- Showcasing the ability to partner for growth
- Awarded the contract

### 1-2 Month

- Defining global requirements for establishing business processes
- Proposing Full Scale Implementation
- Implementation of business rules to ensure effective data governance and data quality

### 2-3 Month

- **Phase 1: Oracle CX**
  - Marketing, Sales & Engagement, Social Cloud Implementation
- **Phase 2: Oracle Student Cloud**
  - Integration with Community Education Services

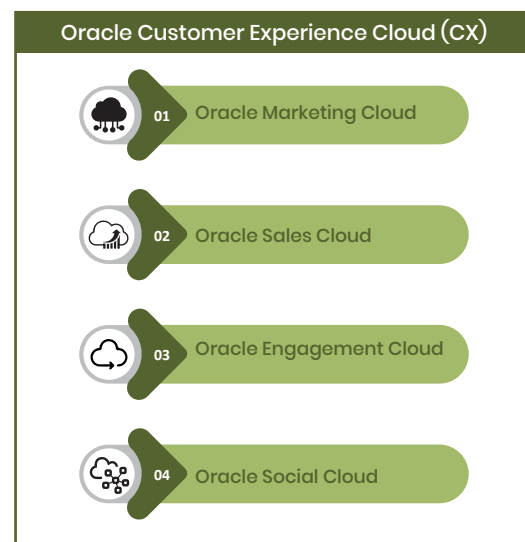
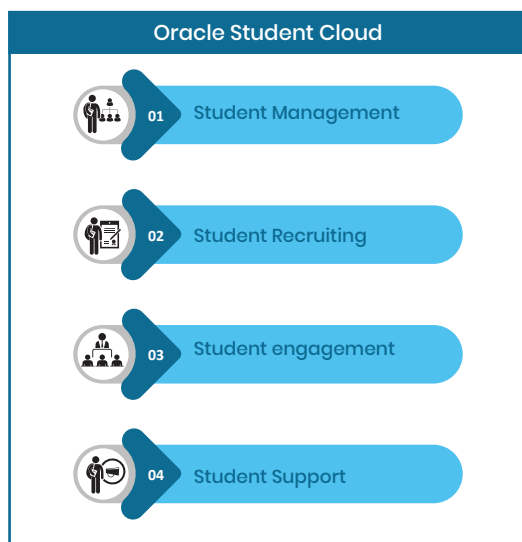
### 3-4 Month

- Solution Configuration & Prototyping
- Requirements validation & Gap Analysis Configurations
- Conference room Pilots (CRPs)
- Refinement per CRP suggestions and final configurations

### 5-6 Month

- Testing & Validation
- Go-Live
- Training & Knowledge Transfer
- Post Go-live Hypercare Support

## Key Modules



## BUSINESS OUTCOMES

- **50%** Faster applicant tracking, streaming application tracking from 10 weeks to 2 weeks
- **3X** Boosted and amplified social media presence by increasing sharing rates by 3-4 times per article
- **25%** Increase in admission staff productivity, saving 13 weeks a year from administrative staff time



ACL Digital is a design-led Digital Experience, Product Innovation, Engineering and Enterprise IT offerings leader. From strategy, to design, implementation and management we help accelerate innovation and transform businesses. ACL Digital is a part of ALTEN group, a leader in technology consulting and engineering services.

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