Reimagine the back-office to digitally transform your University toward a Modern Campus

The global pandemic of 2019-20 has not left any industry untouched in its wake. If there is one factor that can help us defeat this crisis and rise stronger, it is knowledge. Hence, the pressing need for the knowledge juggernaut to roll on cannot be overemphasised.

As the disruption hits Higher Education institutes, five key challenges facing the industry are falling enrolments, student debt, declining state funding, lower world rankings, and worrying completion rates. What we really need is digital disruption by finding new ways of imparting knowledge and conducting operations that can help universities chart strategies and apply the latest technology to accelerate student experience and outcomes to thrive in the post-COVID age. Some of the key asks that we see topping our clients' lists include:

- Major online presence while addressing security concerns

- Emergence of a ubiquitous platform powered by AI and analytics to give students a highly personalized experience

- Accelerate student onboarding, learning, and performance management

- Provide a system/solution that is compatible with the existing/invested ecosystem

- De-risk operations with the best of innovative technology offerings

In order to realize the above goals, it is crucial for universities to revamp their back-office IT to rewire and reimagine transformation toward a Modern Campus. For example, if you plan to launch a new program, how do you optimize your risk without clear visibility of the potential class size? If you want to deliver a convocation remotely, like during the ongoing pandemic for example, how can you ensure the quality of experience lives up to your students' expectations?

Cloud transformation can provide answers to these questions, and more.

Now, if you are running on a heavily customized legacy system (e.g. Oracle PeopleSoft), it is natural to pause before embarking on a transformation journey. Keeping such constraints in mind, we at Wipro's Higher Education team have drawn upon our experiences of working with universities over the years. Looking at the best of technology on offer right now, we have identified achievable milestones to prepare you to traverse this new landscape, optimizing risk for the short-to-medium term, while building a foundation to meet your long-term objectives.

Here are some options

Minimize existing customizations and introduce process enhancements:
Conduct a comprehensive assessment of your IT investments, to lay out a unique roadmap that addresses your priorities (e.g. examine how Oracle Student Cloud can help simplify some aspects of your customized landscape in improving your overall experience)

Focus on modernizing your back-office:
Evaluate the value of lifting-and-shifting your applications to an IaaS/PaaS platform like Oracle Cloud Infrastructure (OCI), as an interim step before moving to SaaS

With the above options to consider, Wipro's ideology for a technology-led transformation is built around the following pivots:

Personalize and digitalize student experience using Cloud:
Students arrive on campus with high expectations, and it's up to your institution's faculty and staff to deliver the personalized, connected experience they demand. You'll need to manage student relationships across channels and devices to meet enrolment goals. If not, students become discouraged and may even leave, taking their tuition money with them. Personalized content and interactions can help students succeed.

Understanding new ways of learning in the COVID era:
Learning Management Systems (LMS) have remained underutilized at universities. The present scenario calls for a change. Re-integration of the LMS to Student Information Systems (SIS) and other functions like CRM and HCM.

Cloud eliminates both virtual and physical walls and barriers to access, delivery, and collaboration. Today, more than one in every four students in the United States are taking an online course, opening the classroom doors to non-traditional students now able to pursue their dream of a college education. From a research perspective, cloud not only provides access to extraordinary scale and compute capabilities, but also enables unique, truly global collaboration opportunities that can result in unimaginable scientific breakthroughs.

Communicating the unique proposition of your university to prospective students with conventional media is no longer viable
- Ability to manage student finances to get better insights into student's financial health
- Proactively connect with options for scholarships, loans
- Extend CRM for Higher Ed to address above needs. Target campaign based on student profiles.
- Leverage cutting-edge technology like chatbots and ML to enable student success
- Enable virtual connects with alumni through modern CRM capabilities

Enabling a Modern Campus through Oracle Student Cloud:
- Enhanced features
- Mobile-compatible
- Convert Capex to Opex; allows flexibility in increasing subscription (great when you want to introduce a new course)
- Increase Operational Efficiency
- Help students plan education goals to align outcomes better with long-term professional ambitions

Conclusion

In the modernization journey toward a Modern Campus, the back-office merits attention. Using DNA (Digital Navigator Assessment), our "accelerated" consultative framework for Oracle Cloud Migrations, can help customers understand critical processes, applications, and technology capabilities needed to adopt industry-leading best practices and improve your university's competitive positioning.

About the Authors

Arif Girniwala
Technology Partner - Higher Education
Oracle Practice

Arif has 20+ years of IT experience, transforming, simplifying, and optimizing solutions for complex data and business problems. He advises CXOs on emerging technologies and strategies in Cloud, and adopting modern best practices in Higher Education.

Ashutosh Prasann Sinha
Subject Matter Expert - Higher Education
Oracle Practice

Ashutosh has 15+ years of experience in IT and the Higher Ed Industry. He has been instrumental in successfully delivering key Higher Ed accounts in Wipro. Ashutosh has played various roles in Competency, Delivery, and Presales.

Avik Kumar Si
Solutions Consultant
Oracle Practice

Avik is a solutions consultant with 9+ years of experience across Strategy, Solutions, and Presales. He is passionate about bringing the latest offerings in Digital and Cloud to help drive business simplification and growth initiatives. He holds a Post-Graduate Diploma in Business Management from XLRI Jamshedpur.

Wipro Limited
Doddakannelli,
Sarjapur Road,
Bangalore-560 035,
India
Tel: +91 (80) 2844 0011
Fax: +91 (80) 2844 0256
wipro.com

Wipro Limited (NYSE: WIT, BSE: 507685, NSE: WIPRO) is a leading global information technology, consulting and business process services company. We harness the power of cognitive computing, hyper-automation, robotics, cloud, analytics and emerging technologies to help our clients adapt to the digital world and make them successful. A company recognized globally for its comprehensive portfolio of services, strong commitment to sustainability and good corporate citizenship, we have over 180,000 dedicated employees serving clients across six continents. Together, we discover ideas and connect the dots to build a better and a bold new future.

For more information, please write to us at **info@wipro.com**