

## Industry capabilities Higher Education



## Higher Education and Oakton

Oakton has been working closely with Education Institutions to assist in the transformation programs that are driving new ways of meeting the growing needs of student, teachers, staff, government and regulatory bodies.

The competition for federal government funding, the need for specialisation, the increasingly global competition for education, as well as keeping pace with regulatory and legislative changes and maintaining investment in research and development are all complex challenges facing the sector. Additionally, Education institutions must attract and retain students, through both learning program innovation and the increasing use of technology for their delivery.

### About Oakton

Oakton Limited is an information technology company listed on the Australian Stock Exchange. Capitalised at approximately \$A490 million (July 2007), Oakton has provided Information Technology solutions for Education, Government and Commercial organisations for more than 18 years. Oakton provides a range of consulting and IT services centred around business operations and systems. The company has offices in Melbourne, Sydney, Canberra, Brisbane and Hyderabad (India).

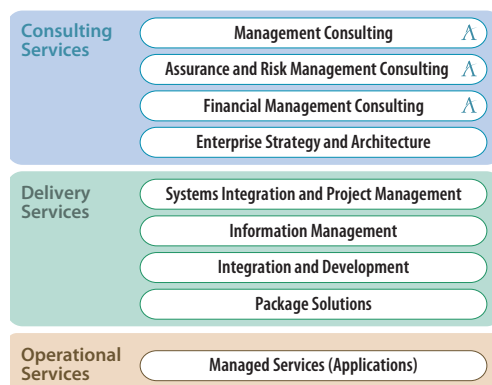
### Oakton Services

Oakton's business and IT services are delivered through our three core service lines: Consulting, Delivery and Operational services.

**Consulting** — Oakton's Management Consulting Service capability is focused on the provision of business and IT advice that supports Education Institutions in the key areas of corporate governance, risk management, strategic sourcing and ICT strategy and policy formulation. Education Institutions can leverage these services to improve financial management and risk assurance processes, business case development and procurement processes for new IT assets (eg. student admin systems) and reviewing and modelling existing business processes for the introduction of worker productivity programs.

**Delivery** — Oakton's Delivery Service capability is focused on the provision of business applications and information management solutions that support Education Institutions in key business functions around student administration, finance, Human Resources and strategic procurement. Our Systems Integration capability provides Institutions with a 'one stop' shop for the implementation and integration of new business solutions. Additionally, Oakton can provide Education institutions with customised development services to support the development of tailored solutions.

**Operational** — Oakton's Operational Service capability is focused on the operational aspects of managing and operating business applications. Backed by experienced professionals, a secure infrastructure and world-class processes, Oakton makes problem and task management a painless exercise. Education Institutions can leverage these services to implement ITIL based service management frameworks, and to review operational environments for identifying cost savings, and to manage legacy components of business applications that are difficult and costly to support.



<sup>Λ</sup> = services introduced through Acumen Alliance /acquisition

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## The Oakton advantage

Oakton provides specialist end-to-end IT services to plan, deliver and operate business systems, as well as business consulting, financial management and assurance services. For nearly 20 years, Oakton has consistently enabled some of Australia's largest organisations to meet their technology and business needs with a flexible, cost-effective, results-driven approach to service delivery.

Oakton has a strong partner network with leading global and local product companies — this supports a sharp focus on the provision of services that support the successful delivery of business system solutions for customers. However, we do not develop and sell products, nor do we sell hardware or network solutions.

Oakton's service provision combines highly skilled resources, relevant and proven service delivery methods and frameworks, and a strong focus on project delivery governance.

Oakton's enviable history of achievement for large and medium sized organisations in the private and public sectors is reflected by the testimony of customers to the quality of our service delivery and results.

## Oakton success stories in Higher Education

### **Open Universities (OUA)**

OUA offers students higher education units provided by a range of major Australian universities. Core business systems within OUA were difficult to maintain, disconnected and not scalable.

Oakton worked with OUA to implement an integrated solution based on PeopleSoft's CRM and Campus Solutions products. Our solution enabled OUA to manage students and accept enrolments through a number of channels including online and over the phone. This solution was seamlessly integrated into their finance system and provided web access to partner organisations. The solution provides a single view of the customer providing call centre staff with complete view of student history including enrolments and enquiries. This information can be used to structure targeted marketing campaigns or mail outs.

### **La Trobe University**

Oakton has provided a range of services to assist La Trobe with system transformation programs, enterprise architecture, project management office and operational ITIL implementations.

Project Aquarius is La Trobe's university-wide student systems replacement project and once fully operational, will support the daily administrative and financial requirements for the management of registrations, enrolments, fee calculations and timetabling for 38,000 students. Project Aquarius is expected to deliver improved administration efficiencies, an intuitive student portal, better management reporting and reduced ongoing operational and maintenance costs. Oakton is partnering with La Trobe to provide a Systems Integration team for the 2 year implementation program

### **Monash University**

Oakton was selected by Monash to develop an Information Management strategy that would provide a target view of the Data Warehouse and Business Intelligence environments required to support Monash University's management information needs going forward. This strategy would take into account the current and planned management information reporting requirements and proposed an approach for future solutions, providing particular guidance around architecture, tools and people.

### **Melbourne University**

Melbourne University engaged Oakton to perform a Student Systems Architectural Review and Identity Management Review. The University has embarked upon a Student Systems replacement project and required an experienced provider to complete an infrastructure architecture review to assist with project planning and to identify the appropriate technical infrastructure to support the new operational environments.

The University's approach towards identity management has evolved over many years using a mixture of Commercial off the shelf and legacy developed solutions. With the greater reliance upon the provision of on-line services, the University is now faced with the complex task of managing over 85,000 identities, in an environment with high turnover. Oakton and the University worked together to complete a strategic review of the University's Identity Management with recommendations on the most appropriate 'future state' and transitional roadmap.

# oakton

Results Driven. When Business & IT Matters

Oakton has been in operation since 1988 and since listing on the Australian Stock Exchange (ASX:OKN) in June 2000 has grown consistently to become one of Australia's leading business consulting and information technology companies, with over 1000 permanent employees. Oakton has offices in Melbourne, Sydney, Canberra and Brisbane, and based on the number of employees and share of the market in which it operates, is larger than many of the local operations of larger global brands. Oakton also has a development and support centre in Hyderabad, India.

[www.oakton.com.au](http://www.oakton.com.au)

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