ORACLE

Cloud questions and answers

for Higher Education PeopleSoft customers

Get Started

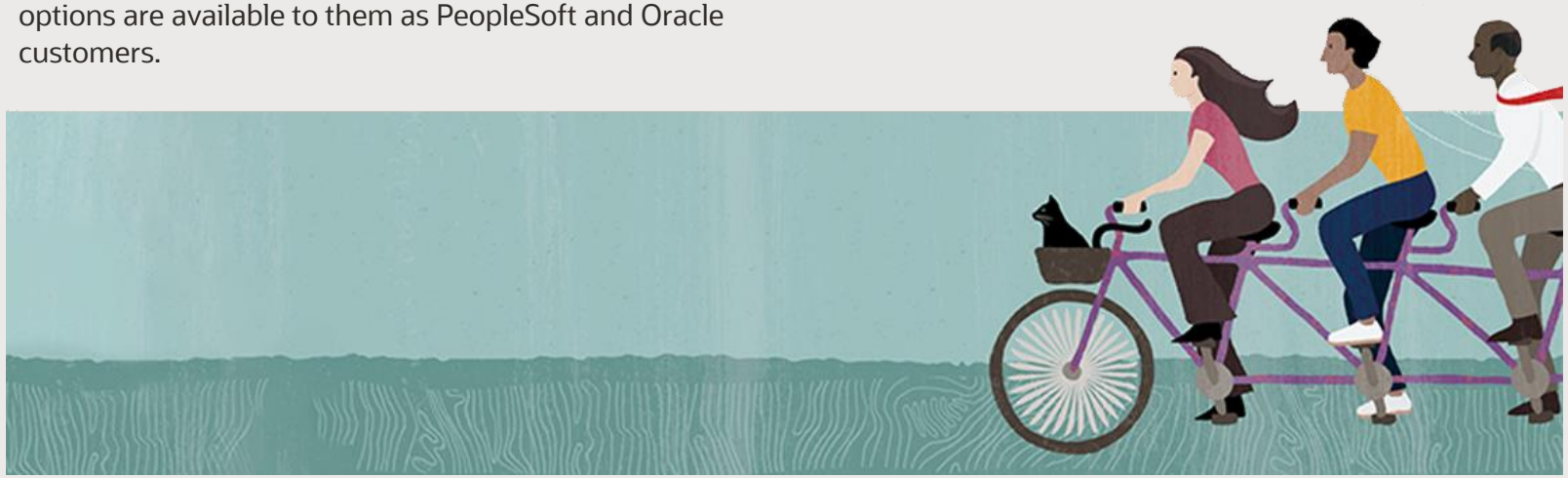
Introduction

We at Oracle have had many discussions with our PeopleSoft customers about issues related to the cloud. PeopleSoft customers, like all owners of traditional business applications, are looking ahead to the future and considering how they may benefit from cloud technology.

Determining the right technology approach for your institution is never an easy task and it can be especially challenging when considering changes to a solution as essential to your institution as PeopleSoft. As a result, many PeopleSoft institutions have questions about cloud technology, cloud applications, and what specific options are available to them as PeopleSoft and Oracle customers.

This document is intended to provide answers to the most frequently asked questions from PeopleSoft customers about the cloud. We hope you'll find that it answers your cloud-related questions in the same straightforward manner you've come to expect from the PeopleSoft team.

Our goal as your technology partner is to help your institution determine the right path forward in the cloud. We hope this document is informative and helps your institution evaluate the cloud options available to you.



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What does it mean to be in the cloud?

In the simplest terms, being in the cloud means two things:

- The solution is located somewhere else and accessed via the internet rather than located on hardware that you own and maintain on your own premises, or on-premise.
- You pay a subscription fee to access the solution rather than paying an up-front perpetual license for the solution that you then own in perpetuity. The subscription fees include technical support and the solution-provider applies patches and updates to the solution on your behalf.

By comparison, the PeopleSoft applications by themselves are not in the cloud. They are traditional software applications sold via a perpetual license that have historically been deployed on-premise.

There are many options available for you to take advantage of the benefits of the cloud. Those options fall mainly into two categories: using Oracle Cloud Applications and running PeopleSoft in Oracle Cloud Infrastructure.

Oracle Cloud Applications

Oracle Cloud Applications are a suite of cloud-based SaaS (Software-as-a-Service) applications built by Oracle to support the same business functions as PeopleSoft. Many PeopleSoft customers have moved to Oracle Cloud Applications (such as ERP Cloud or HCM Cloud). Some customers are integrating PeopleSoft with Oracle Cloud Applications (such as integrating Student Financial Planning with Campus Solutions) to augment and extend existing functionality, while others have replaced PeopleSoft applications with Oracle Cloud Applications.

PeopleSoft in Oracle Cloud Infrastructure

PeopleSoft applications can be run in Oracle Cloud Infrastructure (OCI). Rather than buying and maintaining hardware and network components, customers can instead subscribe to Oracle's physical hardware and storage capacity and use these to run PeopleSoft. Many PeopleSoft customers are taking this approach today.

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What are the benefits of the cloud?

The cloud provides your institution many benefits when compared to on-premise solutions, with the main advantages being the low cost of maintenance and ease of staying current with the latest technology.

With cloud infrastructure or with cloud applications, there is no hardware to purchase and maintain. The maintenance on the system, such as applying security and technical patches, maintaining the operating system and applying updates, is all done by the vendor. The lack of hardware and system maintenance typically results in reduced overhead by IT resources and system administrators, as well as reduced costs in both personnel and hardware. In addition to the cost savings, many institutions find this compelling because IT operations is not their core competency. By leaving system maintenance to the vendor, colleges and universities can focus critical resources on strategic initiatives, competitive differentiators and other areas that support their core mission.

Additional benefits associated with the cloud include more frequent updates with the latest feature improvements and technology advancements, the standardization and optimization of business processes, and greater flexibility and agility as institution scales and adapts to change.

Institutions can quickly gain value from the latest innovations in technology such as artificial intelligence and conversational interfaces through continuous, automatic updates that help streamline and automate business processes.

Cloud-based solutions stay more up-to-date because the vendor takes responsibility for this across the entire fleet, and that alleviates the burden on the individual institution to become and stay current. In addition, cloud-based solutions are configurable, allowing the elimination of customizations and adoption of a set of standardized best practices for business processes to support the enterprise.

It's also important to note that the cloud is where Oracle is making its largest and most strategic investments today and into the future.

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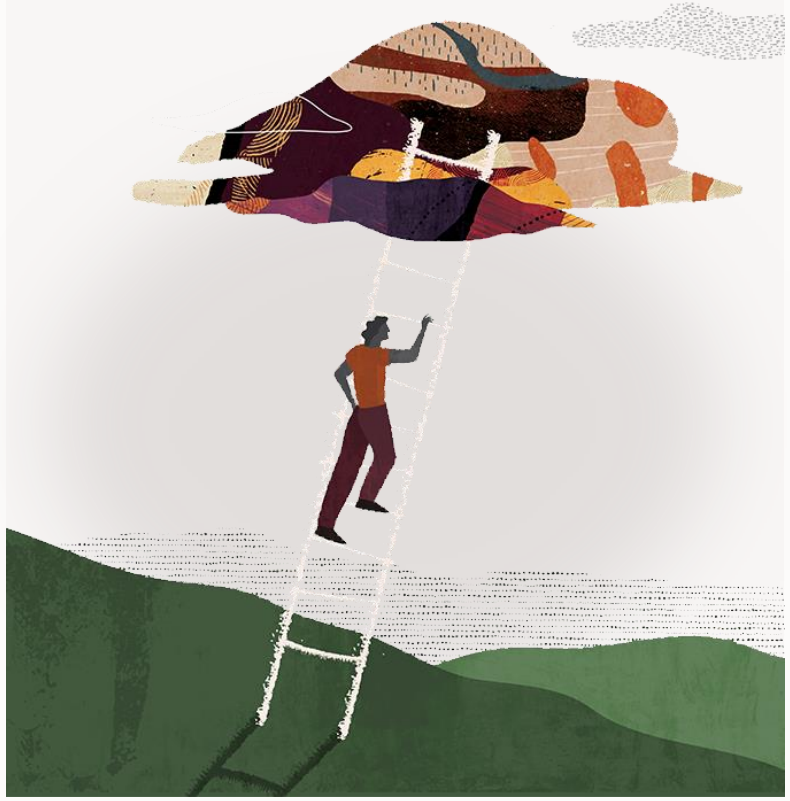
Do PeopleSoft customers have to move to the cloud?

In short, no. As a PeopleSoft customer, you can continue to run PeopleSoft for as long as it meets your needs. Oracle continues to invest in PeopleSoft, with regulatory updates, functional enhancements, and strategic new capabilities like conversational interfaces. Oracle ships new PeopleSoft releases nearly every month and hundreds of new capabilities every year. In addition, Oracle has committed to 10 years of product support, providing a decade for PeopleSoft customers to make decisions about their software platform based on what is right for their business.

While PeopleSoft institutions do not have to move to the cloud, we believe you will eventually want to. The cloud presents opportunities that you should explore and take advantage of when the time is right. As a PeopleSoft customer, you are also an Oracle customer and can benefit from Oracle's best-in-class cloud offerings, including subscription-based cloud technologies with industry leading analytics capabilities and infinitely-scalable infrastructure to support your business needs.

We believe that there is an Oracle cloud capability that can address your current business challenges and every path to the cloud is valid as long as it delivers value to your college or university. We recommend focusing on the challenges it must solve and to be aware of all cloud options so you can manage your enterprise applications in a way that yields maximum benefit.



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What's the difference between a cloud application and running PeopleSoft in Oracle Cloud Infrastructure?

As described in other sections, PeopleSoft can be run in Oracle Cloud Infrastructure (OCI) allowing customers to take advantage of some of the benefits of the cloud model. But, running PeopleSoft in OCI does not make it a cloud, or SaaS, application. This is because PeopleSoft is still purchased through a perpetual license and the customer updates and maintains the application or pays someone to do so.

Cloud applications allow customers to extend the benefits and cost savings of the cloud model beyond the infrastructure level. A cloud application is hosted and maintained by a solution provider and subscribed to by customers. The application is accessed via the internet by users and all application maintenance and updates are completed by the vendor. With a cloud application, you do not purchase a perpetual license, you are not responsible for hardware or system maintenance, and you do not have to purchase and implement new software versions. Cloud applications are hosted, maintained, and updated regularly as part of the subscription fee paid to the vendor.

Cloud applications offer the simplest cloud experience as all hosting, maintenance and regular updates are provided for all levels of the technology stack, from the infrastructure all the way to the end user application, with a single subscription fee.

Many PeopleSoft customers today utilize continuous delivery and Selective Adoption to update their PeopleSoft environments on a similar cadence to cloud application updates. However those PeopleSoft customers remain responsible for doing maintenance activities such as applying patches and updates whereas that type of maintenance is done by the vendor in a cloud application.

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What are the Oracle Cloud Applications?

The Oracle Cloud Applications are a comprehensive suite of applications for running all aspects of your institution across Finance, HR, Enrollment, Financial Aid, Operations, Supply Chain, Sales and more. All of the Oracle Cloud Applications have been built from the ground up as native cloud solutions on a common cloud platform. The ERP, HCM, and Student Cloud solutions share a common data model that helps bring together the Finance, HR, and student-facing functions of your business.

All Oracle Cloud Applications are cloud, or SaaS, offerings in a subscription model providing continuous updates to keep current with the latest features and technologies. The Oracle Cloud Applications include robust analytics and are built to help your institution take advantage of emerging technologies such as machine learning, artificial intelligence, conversational interface, blockchain and bots.

The Oracle Cloud Applications suite consists of the following:

Enterprise Resource Planning (ERP)
Financials | Procurement | Project Management | Risk Management | Enterprise Performance Management

Human Capital Management (HCM)
Human Resources | Talent Management | Workforce Management | Payroll

Student Cloud
Student Management | Student Financial Planning

Customer Experience (CX)
Marketing | Commerce | Sales | Service

Supply Chain Management (SCM)
Product Lifecycle Management | Supply Chain Planning
Logistics | Manufacturing

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Can Oracle Cloud Applications meet our needs?

Absolutely. Oracle Cloud Applications completely meet the needs of PeopleSoft customers. There are a number of reasons why we feel comfortable with such a positive answer.

To start, Oracle Cloud Applications were designed leveraging Oracle's deep experience with enterprise software solutions including PeopleSoft, eBusiness Suite, JD Edwards, Siebel, Agile, Primavera, and many others. Thousands of years of experience in customer success with ERP and HCM has informed Oracle's cloud applications. That domain expertise has led to wide adoption by customers and critical acclaim by analysts.

To date, there are over 7,000 customers successfully managing their businesses with Oracle Cloud Applications including many who have migrated from PeopleSoft. In recent Gartner Magic Quadrants, Gartner has placed Oracle Cloud Applications for ERP, HCM and EPM as the single strongest applications in each of their respective reports.

PeopleSoft customers of all sizes, in all industries, and all geographies, have moved to Oracle Cloud Applications. Their experience has confirmed that the ERP and HCM functionality more than meets their needs and often modernizes the HR and Finance functions that were previously managed in PeopleSoft.

Oracle Student Cloud, a student system comprised of two main product offerings, Student Financial Planning and Student Management, has already seen a number of successful go-lives, with many other early adopters currently undergoing implementation. A growing number of Campus Solutions customers are already taking their first step to the cloud with a built-in integration between Campus Solutions and Student Financial Planning.

It's important to keep in mind that, as with any software transition, features and capabilities are rarely a one-to-one match. Every solution's strengths are different. When you are ready to start learning more, we recommend you evaluate the Oracle Cloud Applications against the business requirements and objectives you need to achieve today and in the future, rather than using your current PeopleSoft system as a checklist for comparison.

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Can we use Oracle Cloud Applications with PeopleSoft?

Yes, your PeopleSoft solution can be integrated with the Oracle Cloud Applications. Integrating with Oracle Cloud Applications can expand your current solution and add business value while incrementally moving business functions to the cloud.

Many PeopleSoft customers start their journey to the cloud by implementing components of Oracle Cloud Applications for business functions they are not currently managing with PeopleSoft. For example, by leveraging native integrations with Student Financial Planning, Campus Solutions schools can take advantage of SFP's more user-centric and intuitive approach to financial aid processing. Another approach is to implement Student Management to support continuing ed programs, filling Campus Solutions' capability gaps in that market.

PeopleSoft institutions can also integrate with Oracle Cloud Applications to make use of components such as Oracle Digital Assistant for chatbots, Oracle Asset Monitoring Cloud for internet of things integration, or Oracle Analytics Cloud for robust analytics capabilities. PeopleSoft has invested in integration frameworks and delivered capabilities to make it easy for PeopleSoft customers to take advantage of these areas.

Other cloud opportunities exist in the areas of artificial intelligence, machine learning and blockchain. This can be a way to add modern functionality to your PeopleSoft solution via the cloud and begin integrating these revolutionary technologies into your business processes in preparation for the increasingly technology-driven processes expected in the future. Looking ahead, because many of the Oracle Cloud Applications have these technologies built-in, the expertise you develop in those areas will be useful when you are ready to fully adopt a cloud application.

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How does customization work in Oracle Cloud Applications?

Like all SaaS applications, Oracle Cloud Applications are configurable and extensible, but baseline code is not customizable. However, we recognize the critical need in higher education to support institutional differentiation, particularly in the student solution, and thus robust tools will enable institutions to configure their solution to tailor it to their business processes within defined limits. This configuration approach is what allows Oracle to deploy regular system updates, ensuring your users have access to new features and technologies easily and often. Additionally, this approach allows the customer to increase operational efficiencies and reduce the overhead of direct-code customizations.

To address the existing customizations you have in your PeopleSoft solution, you'll likely need to configure or extend the Oracle Cloud Applications and adjust your business processes to achieve the same objective. Customers typically find this to be an easier adaptation than they expect and use the opportunity to simplify and automate business processes. Many PeopleSoft customers acknowledge that they have customizations they could retire and replace with similar functionality available out-of-the-box in PeopleSoft today. The nature of cloud applications ensures institutions stop carrying these unnecessary costs, permanently.

Many customers find that they have IT or business stakeholders who have experience migrating a customized solution to a configurable SaaS solution which makes the transition easier than first expected. In addition, customers often find that many of their customizations are related to reporting and aren't necessary with the robust reporting functionality available in the Oracle Cloud Applications.

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How does integration work in Oracle Cloud Applications?

Many PeopleSoft institutions have other business systems integrated with PeopleSoft, and those integrations can continue with Oracle Cloud Applications using Oracle Integration.

Oracle Integration allows institutions to easily and efficiently set up, automate and manage complex integrations across their application landscape, including cloud-to-cloud and cloud-to-on-premise applications. Oracle Integration provides integration between Oracle Cloud Applications and virtually any application, service or data store.

Oracle Integration eliminates barriers between business applications through a combination of machine learning for best practice guidance, a library of hundreds of pre-built adapters and process automation. Pre-built application adapters and integration flows simplify the technical complexity of dealing with low-level APIs making SaaS integration six to ten times faster to deliver while reducing upgrade risks.

Process automation helps business analysts, applications IT and integration specialists collaborate using example integration recipes as well as source and target application adapters that trigger data-mapping recommendations.

In addition, costs and risks are reduced through Oracle Integration analytics that provide end-to-end visibility and automation.

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What is required to maintain Oracle Cloud Applications?

While the Oracle Cloud Applications suite requires less overhead to update and maintain than PeopleSoft, some ongoing investment is still required to ensure its success for your college or university, including the management of the regular system updates.

Oracle Cloud Applications are updated by Oracle every quarter. While the updates are available for you quarterly, you are able to roll them out (turn on, configure, and begin to use) on your own timeframe. The software is constantly evolving and advancing but you control when you begin to use new capabilities.

To ensure the solution best meets the needs of your institution, it's important to monitor the new features available and plan for rollouts at optimal times. When rolling out updates, testing is recommended to ensure business processes are uninterrupted. In addition, you may choose to communicate changes to end users as they are rolled out.

PeopleSoft customers using Selective Adoption to stay current and roll out new features frequently to their users are well-suited to transition smoothly to this model of rolling out updates.

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What PeopleSoft customers have moved to Oracle Cloud Applications?

Many PeopleSoft customers have moved from PeopleSoft to the Oracle Cloud Applications. PeopleSoft customers from a variety of industries and geographic areas have successfully made the move, each taking the unique path that was best for their business needs.

Some of the many examples of PeopleSoft customers who have moved to the Oracle Cloud Applications are shown here with some of the benefits they've realized. Below the customers are links to more information on their journeys including video interviews and details on how they implemented the Oracle Cloud Applications as well as the results they have seen.

BAYLOR UNIVERSITY

Baylor University improved processes and reduced cycles while unifying Finance and HR

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Butler University modernizes its financial aid processes with Student Financial Planning

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BOISE STATE UNIVERSITY

Boise State University Transforms Financial Processes and Reduces IT Complexity with Oracle Cloud ERP

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How do we run PeopleSoft in Oracle Cloud Infrastructure?

Oracle Cloud Infrastructure (OCI) is a cloud platform for building and running applications such as PeopleSoft. Running PeopleSoft in OCI allows customers to cut operational costs while increasing automation, speed, and agility.

This access to an essentially infinite amount of capacity that can scale up and scale down rapidly in an automated fashion is providing significant benefit to many PeopleSoft customers. Customers are realizing benefits including increased performance, improved environment stability, strengthened security and reduced cost of ownership.

Many institutions now subscribe to OCI for PeopleSoft and either use PeopleSoft Update Images to create new environments or use PeopleSoft Cloud Manager to lift and shift existing on-premise PeopleSoft environments to OCI. PeopleSoft Cloud Manager helps move existing environments into OCI and helps streamline the provisioning and maintenance of all PeopleSoft environments. PeopleSoft Cloud Manager also provides the ability for one-click upgrades to the latest PeopleTools release or patch level in OCI. With PeopleSoft Cloud Manager, it's easy to create environment templates that can be provisioned in a quick and automated fashion.

Several PeopleSoft partners offer services to help customers get PeopleSoft running in OCI with strong expertise and proven results with other customers. They are a great resource to help you understand your options, provide technical training, build a business case, move environments or conduct upgrades.

In some cases, customers need on-going assistance running PeopleSoft in OCI. For those customers, Oracle and a number of partners can provide managed services and essentially take over the day-to-day maintenance and operations of the PeopleSoft environment.

Running PeopleSoft in OCI provides the opportunity for lower total cost of ownership and improved lifecycle management through Oracle's management of the all-Oracle stack from hardware to database to applications.

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What should we do about our customizations?

Whether you are planning to move to the cloud or not, we believe it's in your best interest to begin reducing customizations and eventually eliminate them altogether. Non-customizable cloud applications have changed the standards and expectations for enterprise software with their quick and frequent updates. It is now possible and, frankly, expected to provide users with useful updates quickly and often. Invasive customizations slow down updates whether they include deploying a new functional capability, delivering a modern user interface, offering conversational interfaces, updating third party integrations or responding to security threats.

One of PeopleSoft's strengths is the PeopleTools platform and the way it allows you to customize the software to your unique needs. However, when you have invasive customizations, that strength also represents a significant cost. Not only must you track, maintain, and reapply the customizations, but those invasive customizations make it slower and more costly to make updates to the system. In this era of cloud software and continuous delivery of new features, infrequent updates are a death knell to the software's ability to contribute value to the institution.

Because of this, PeopleSoft has invested significantly to provide you with ways to continue to tailor the solution to your unique needs, but without invasive customization. One of the first ways to do this is to retire old customizations when the capabilities now exist in the solution out of the box. Many institutions find that customizations built years ago are no longer necessary, because that functionality is now available and often has been for years.

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What's the best path to the cloud for us?

The best path to the cloud for you is the one that best fits the needs of your college or university. There's no one-size-fits-all solution. Every institution has its own unique business objectives and technology strategy and your path to the cloud should match yours.

Oracle's practical path to the cloud for colleges and universities involves a variety of options. Institutions might choose to re-platform their PeopleSoft applications in Oracle Cloud Infrastructure to reduce their ownership costs and improve agility. Moving to Oracle Cloud Applications can further reduce ownership costs, modernize business functions with the latest technology, and ensure your institution stays current in the future. Customers can take a hybrid approach: for example, institutions can adopt Oracle Cloud ERP and HCM, while keeping Campus Solutions on premises, or integrate Campus Solutions with SFP in the cloud.

To determine your path, start by discussing your priorities and challenges with your stakeholders and technology partners. The conversation should include a good representation of viewpoints including system experts, business owners, functional users, line of business leaders, and IT.

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Of course, to take the best advantage of moving to the cloud, you need a technology partner to suggest ideas that help you meet your objectives. At Oracle, we want to continue to be that technology partner for your institution. We recognize the success you've had with your PeopleSoft solution and our first priority is to help you continue and build on that success.

The best path to the cloud is one that meets the unique needs of your school, both today and into the future. Whatever path you choose, Oracle is here to help.

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Please use the links below for more information on the topics covered in this document. For any additional questions, please reach out to your Oracle representative.

The PeopleSoft Information Portal

PeopleSoft Online Help (PeopleBooks)

Oracle Applications Consulting

The Oracle Soar Program for Cloud Migration

Oracle Cloud Applications

Oracle Enterprise Resource Planning Cloud

Oracle Human Capital Management Cloud

Oracle Student Cloud

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