



# UNIVERSITY OF PETROLEUM & ENERGY STUDIES

## SAP HELPS ENERGIZE BUSINESS OF HIGHER EDUCATION AND RESEARCH

### QUICK FACTS

“The SAP system is providing us with strong intra-organizational linkages, information sharing, and efficient management of resources.”

**Dr. S. J. Chopra**, Chancellor, University of Petroleum & Energy Studies

#### Organization

- Name: University of Petroleum & Energy Studies
- Location: Dehradun, India
- Industry: Higher education and research
- Products and services: Educational services
- Revenue: INR 35 crores in 2008 (approximately US\$8.7 million)
- Employees: 250
- Web site: [www.upes.ac.in](http://www.upes.ac.in)
- Implementation partner: L&T Infotech Ltd.

#### Challenges and Opportunities

- Multiple stand-alone legacy IT systems
- No access to real-time data
- Slow, imprecise decision making

#### Objectives

- Automate business processes
- Provide access to real-time data
- Provide a single point of access to all data
- Manage operations systematically and collaboratively at strategic level
- Improve service delivery

#### SAP® Solutions and Services

- SAP® ERP application
- SAP for Higher Education & Research, including SAP Student Lifecycle Management application
- SAP NetWeaver® Portal component

#### Implementation Highlights

- Project completion in 2.5 months
- Implementation of enterprise portal

#### Why SAP

- Scalable, reliable solution with rich functionality
- IT platform for the future

#### Benefits

- Elimination of legacy systems
- Real-time access to student data
- Seamless integration of data across all business units
- A single view of all data, knowledge, and resources with complete access control
- Improved communication between faculty and students

#### Existing Environment

Disparate, homegrown IT systems and manual information processing

#### Third-Party Integration

- Database: Oracle 10g Release 2
- Hardware: Dell PowerEdge 2950 server
- Operating system: Microsoft Windows Server 2003



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**SAP Customer Success Story**  
Higher Education and Research



As organizations succeed and expand, their IT resources often struggle to keep up. Universities are no exception. As the University of Petroleum & Energy Studies (UPES) grew, its IT infrastructure began to feel the strain. IT had become fragmented – with different departments relying on individual islands of information within the system. UPES’s multiple, stand-alone legacy systems became increasingly unresponsive. In addition, there was no central system to manage the different business processes across different locations, resulting in suboptimal and inefficient performance. Further, there was no real-time availability and seamless delivery of data. Management had the perennial problem of having to wait to access data from different departments and locations. This was adversely affecting decision making as information was not only delayed, but at times was also incomplete and out of date. UPES turned to SAP for the integrated solutions it needed.

### **A World-Class Institution**

UPES – based in Dehradun, India – is India’s first domain-specific university to focus on energy and allied industry sectors and to offer specialized graduate, postgraduate, and doctoral courses. In less than three years, it has emerged as a world-class institution, dedicated to developing super-specialized, professional managers and engineers across the oil and gas, power, transportation, and mining industries. UPES currently has three campuses in India – one in the National Capital Region, Rajahmundry in Andhra Pradesh, and a main campus in Dehradun.

### **Ready for an Integrated SAP® Solution**

With a robust level of hardware and network connectivity already in place, UPES decided it was time to unify its business systems with a single enterprise resource planning (ERP) application to support a variety of back-office processes. Further, the university was also keen to extend its computing capabilities to the academic community, especially to its students. After an all-around and comprehensive evaluation of its needs and the available solutions, UPES found a solution to all its business-system issues by implementing SAP® software such as the SAP ERP application and the SAP for Higher Education and Research (SAP for

HE&R) solution portfolio, which includes the SAP Student Lifecycle Management application.

“We were looking for a vendor that could understand our specific needs and had proven expertise in the area of higher education and research,” says Ashish Bharadwaj, associate director of IT at UPES. “SAP was the only one that had the functional depth in its products and whom we found capable of catering to our requirements – particularly in the areas of finance and accounting. Being built on platforms and technologies that are future-proof in terms of scalability, platform neutrality, and reliability, SAP was a perfect match.”

### **Team Combines Domain Knowledge and SAP Expertise**

After selecting SAP ERP and SAP for HE&R, UPES brought L&T Infotech Ltd. on board as the implementation partner. UPES provided the domain knowledge and L&T Infotech supplied the skills required for working with SAP core software. The biggest challenge lay in choosing the right implementation model. Other complexities included deciding how to manage change and how to deploy effective workflows for essential business processes. “We received extensive help and assistance from SAP Consulting,” says Bharadwaj.

The implementation team defined its goals: The project objectives included automating business processes, unifying the data in a single source for all business units, gaining access to data anytime, anywhere, implementing col-



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laborative and systematic operational management, improving service delivery, and integrating data seamlessly across business units.

### Go-Live in Just 10 Weeks

By following each stage in the ASAP methodology, the implementation team completed the project and the solution went live in only two and a half months. The SAP software had more than adequate flexibility to meet UPES's business needs. Because analyzing processes and defining key functional roles and responsibilities had been extensively thought through prior to implementation, very little business process reengineering was required. “However, people had to be sensitized,” adds Bharadwaj, “that a process, once defined for an organization, should be followed for the most part – with only rare exceptions.”

By the end of the project, UPES had implemented SAP ERP for financials, controlling, materials management, and human resources (including organization management and personnel admin-

SAP NetWeaver® Portal component (formerly SAP Enterprise Portal component).

### One Common Platform: Multiple Benefits

All departments and functional areas can now work on one common platform – leading to numerous process benefits and reduction of errors. A vast improvement has been seen in almost every area of the university's operations. Different business units have been integrated. SAP solutions have streamlined administrative processes, brought in increased operational efficiencies, while providing real-time access and visibility across the organization. Top management does not have to wait for a department to submit data – it is now readily available for them to use.

Better visibility built into the system has equipped UPES with a greater ability to quickly generate reports and make strategic decisions, while the finance department uses the software to generate reports based on real-time data. Closings for financial accounts have

In the area of procurement too, SAP has helped UPES minimize costs and enable both plan-driven and ad hoc purchasing, while ensuring compliance with procurement best practices. Employees in procurement use the SAP software to streamline purchasing which leads to improved supplier relationships – all of which helps the university save time and money. UPES now has greater insight into its spending habits, which has enabled it to source from best-value suppliers and negotiate the most favorable trading terms. It also allows the university to collaborate more closely with suppliers and build stronger relationships with them.

### Real-Time Access to Data

SAP for HE&R has been able to provide UPES with real-time access to student data, seamless integration of data across all business units, a single portal with complete and controlled access to the entire organization's data, information, and knowledge resources. As a result, communication among faculty and students has improved. The portal provides self-service to students and faculty for basic functions like viewing an individual's own details, grading, and changing contact information. The portal gives users an efficient central access point for information and saves time.

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istration). Additionally, UPES has deployed SAP Student Lifecycle Management. UPES also wanted to consolidate access to all its different systems, processes, and information into a single place and found the answer in the

also become far easier now. The SAP solutions have enabled proactive financial planning, real-time budget visibility, consolidated financial reporting, streamlined cash flow activities, and optimized financial transactions.

Implementing SAP software has had the benefit of requiring UPES employees to thoroughly understand the business processes and workflows they use. “This change of mind-set has been one of the most important bene-

fits we have derived from our implementation," says Dr. Parag Diwan, vice chancellor at UPES. Employees now have to be very systematic, disciplined, and collaborative in the way they work. "It is a system that has brought world-class experience and best practices to our organization in the areas where we have implemented it," adds Bharadwaj. Employee concentration on core areas has improved quality, enriched roles and profiles of staff, and increased morale.

The project has helped UPES deploy cutting-edge technology and best practices, resulting in improved business processes and service delivery. UPES is able to serve its customers better and meet their needs more efficiently. "Fulfillment time has been reduced by nearly 30% and transactional accuracy increased by over 15%," says Bharadwaj. While UPES has had ample opportunity to evaluate the advantages of its SAP implementation and experience qualitative benefits, it is still too early to talk about quantified savings, since the project went live only in January 2007. However, ROI estimates project 30% year-on-year savings at the current scale of operations.

### SAP: Part of UPES's Future Plans

UPES aims to be a leading, international institution with state-of-the-art facilities and provide world-class education, training, research, consultancy, and outreach services in its domain. The effective use of IT to help solve business issues and adapt to student demands and government regulations will always have a high priority in UPES's quest to keep costs down and remain competitive. Already a satisfied SAP customer, UPES see SAP solutions as an answer to its growing business needs. In fact, the university is already looking into enhancing its SAP HR solution so it can process its payroll in-house. Meanwhile, UPES's new SAP solutions offer a great experience for all involved – students, potential students, staff, faculty, management, board members, corporate visitors, and alumni.



**L&T Infotech**

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