



Administration Systems

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Higher Education Manager - WA



Agenda

- Administration Systems - Berrick Krahnem
 - Oracle
 - PeopleSoft
 - SAP
 - Finance 1
 - Citrix
- Total Cost of Ownership - Tibor von Karlowitz
- Discussion Session





Higher Education Solutions Training

February 2000

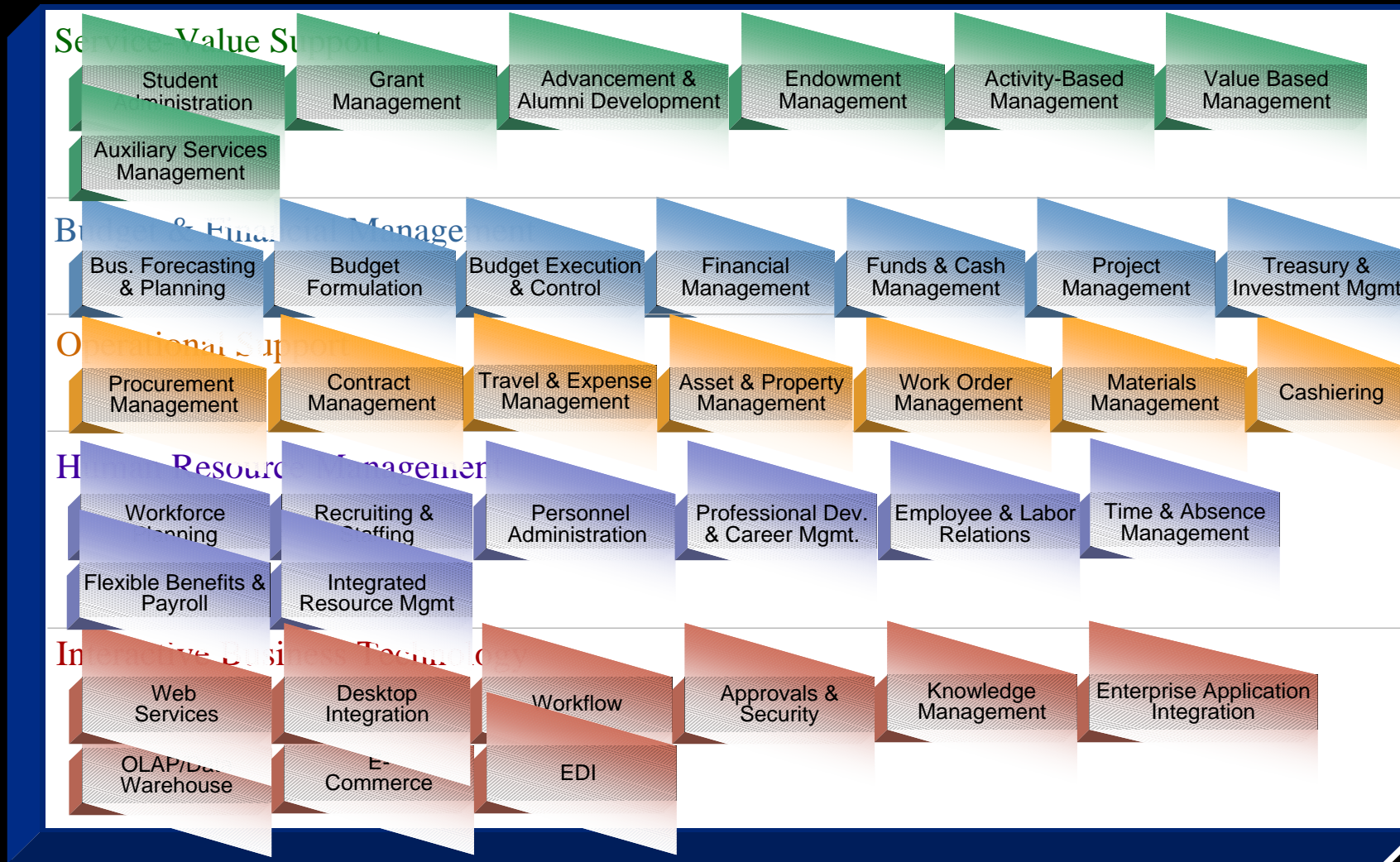


Berrick Krahn

Market Development Manager
Education



Admin Systems - ERP's



Enterprise Resource Planning (ERP's)

- What are they:
 - Devolved Administration Systems
 - Large campus wide networks
 - Access to everything by every-one



Our Goal

- Recognise the Opportunities
- Dispel the Myths
- Enlist the appropriate resources

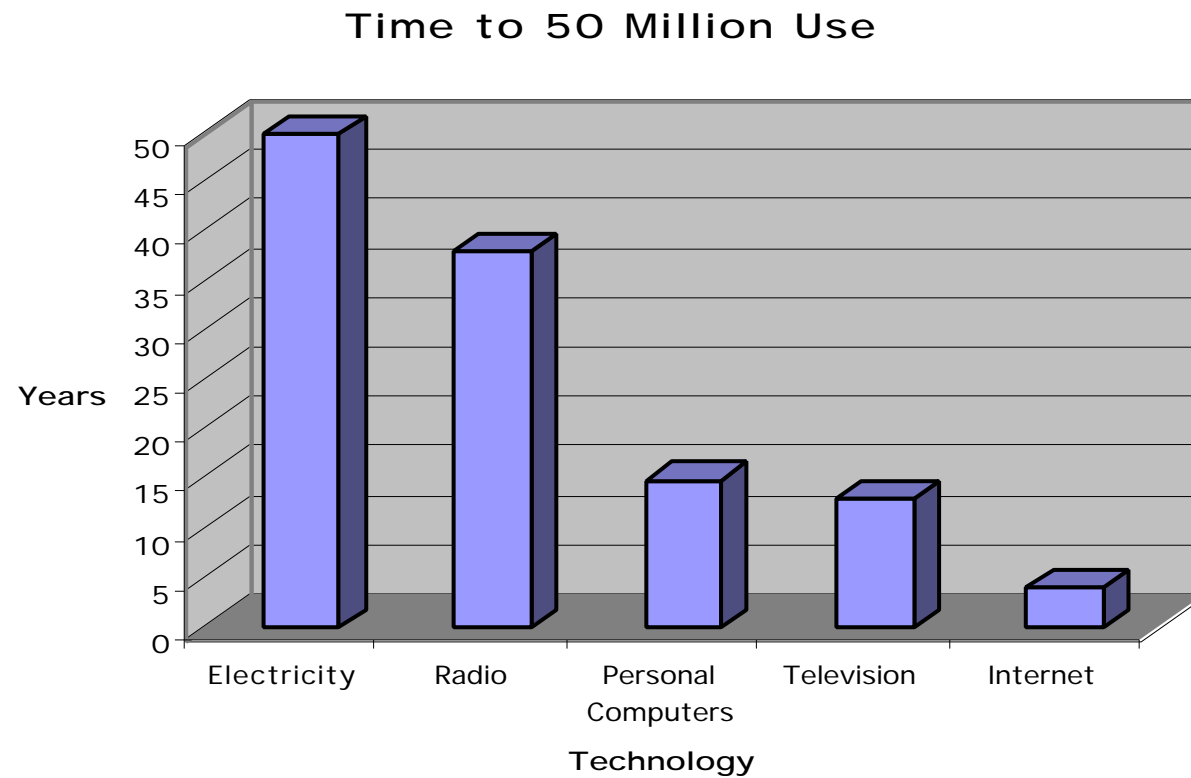


ERP Players

- Oracle
- Callista
- Peoplesoft
- SAP
- Technology 1
- Citrix



Industry Trends



Oracle

- Key Player in Enterprise Databases
- 65% of the top 100 companies
- Financial control of over \$1 Trillion pa
- Committed to client independence



Oracle

“With the introduction of Oracle 8i, we developed the most important set of enhancements to our database technology since Oracle’s introduction 20 years ago. If the internet turns out not to be the future of computing, we’re toast.....”

Larry Ellison 1998



Oracle

- 300% Commitment to JAVA
- Full JAVA Clients for all Oracle applications
- Enterprise portal - Web DB - client independent
- Clearly committed to Apple
 - Working closely with Apple to certify MRJ
 - Oracle 8i introduced on iMac
 - Openworld



Oracle



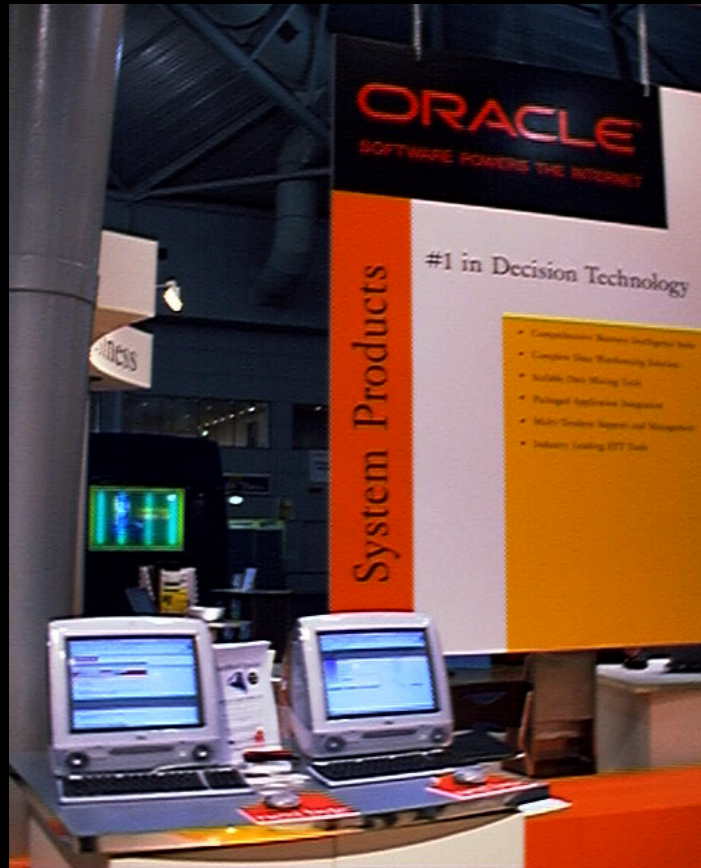
Oracle Training



Oracle



Oracle



Oracle

- Take away messages
 - Major database vendor for ERP systems
 - 8i & Web DB deliver client independence
 - Working closely with Apple to certify MRJ



Callista

- Utilises Oracle Development Tools
- Developed by Deakin University
- Provides Student Administration only
- NT Client only



Callista

- Virtual PC
- Web Delivery in Beta
 - Awaiting MRJ Certification
- Relationship still to be established

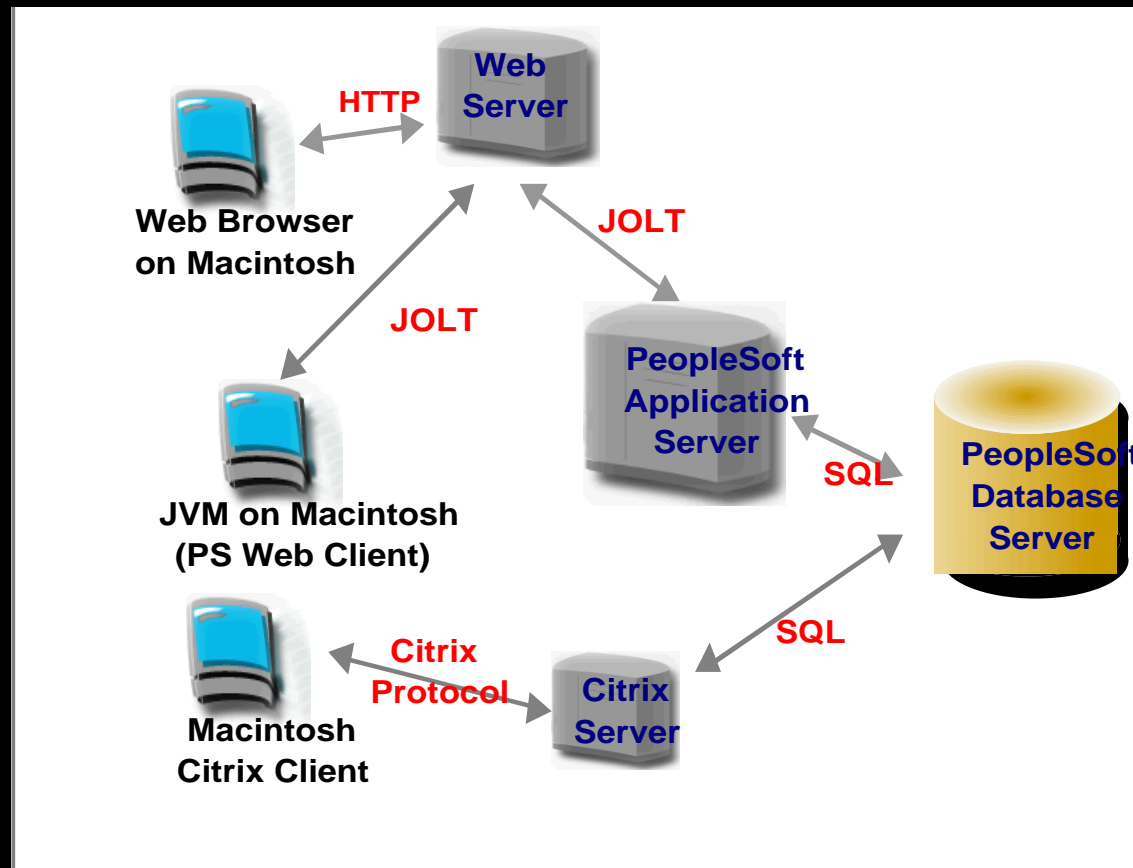


PeopleSoft

- 400+ Univ. world wide
- Some Aust/NZ customers using PS modules
 - UNSW
 - The Univ. of Sydney
 - The ANU
 - Univ. of WA
 - The Univ. of Adelaide
- USQ
- CQU
- The Univ. of Queensland
- Griffith University
- Auckland
- UniTech
- Dept. Education Victoria
- Dept. Ed. WA



PeopleSoft



PeopleSoft

“PeopleTools 8, scheduled for release with Enterprise Performance Management in the fourth quarter of 1999, embraces the key principles of applications for eBusiness —100 percent Internet, open integration, business intelligence, and rapid and flexible deployment. “



PeopleSoft

“With PeopleSoft 8, PeopleSoft is focusing on a thin client, server-centric architecture that enables secure end user access to PeopleSoft applications from any commercially available Web browser ... over a low-bandwidth connection.”



PeopleSoft

- Take away messages
 - Moving to a client independent model
 - Student module released December '99
 - Development tools upgrade - free
 - Data Scalable
 - Supports 95% of the users
 - Joint Sales Calls



About SAP

- Worldwide presence in over 90 countries
- Solutions for companies of all sizes and all industry sectors.
- Software offerings:
 - R/2 for mainframe computers.
 - R/3 for client-server (or networked) computer systems.



SAP Customers

Some sites using SAP in Australia

- Australia Post
- Optus
- NSW Govt — Agriculture, Land & Water, Treasury
- QLD Govt — Rail, Treasury
- Taronga Zoo
- State Super Corporation
- Monash
- RMIT
- La Trobe



SAP Customers

Some sites using SAPGUI for Macintosh

- Apple Computer
- Optus
- Attorney General's Department
- Public Service Merit Protection Commission
- La Trobe University



SAPGUI for Macintosh

Power of R/3, with advantages of a Mac

- Native client.
- One Button Installer.
- Balloon Help & AppleGuide.
- AppleScript automation.
- Easy editing with multiple levels of undo, cut & paste, and drag & drop.



About Technology 1

- Offices across Australia and NZ
- Solutions for Finance and Student Admin.
- **Finance 1**
 - Financial Management Information System
- **Student 1**
 - Student Administration for Higher Ed.



Technology 1 Australian Customers

- **Finance 1** —

- Seven Network,
- Aussie Home Loans,
- Dept. of Prime Minister & Cabinet,
- Sky Channel,
- City of Perth,
- Port of Brisbane,
- Queensland Treasury Corporation.
- VUT

- **Student 1** —

- Curtin University,
- University of SA,
- Bond University,
- Southern Cross University,
- Flinders,



Considerations

- Backend database can be Oracle, Ingress or others, Finance & Student 1 act as middle-ware.
- Both Modules are very network intensive, therefore Citrix is a good alternative, especially for remote campus users. Even Windows users at some Universities are keen to move to Citrix.
- Student 1 is very intensive, PIII/350 is the recommended CPU.



Finance 1 & Student 1 Macintosh Solutions

- Windows Client only
 - Terminal (version 9.2 will end this option)
 - VirtualPC
 - Citrix



Citrix

- Offers
 - True thin client support
 - No reliance on Java or current hardware technologies
 - Full functionality of any software to any platform



Citrix

- Customers include

- Optus

- University of NSW

- UWA

- RMIT

- Charles Sturt

- Film Australia

- Flight Centres

- University of Sydney

- Murdoch

- Wollongong

- University of QLD



Citrix

- Take away messages
 - Great Solution for low bandwidth networks
 - Allows cross platform integration
 - Good Australian knowledge base
 - Ability for joint sales calls
 - Escalation procedures being established



In Conclusion

- We have story for most ERP systems
- Integration capabilities improving daily
- Call on us or our partners for assistance



TCO

Total Cost of Ownership



Queensland Police Service

Largest government installation in Australia

- 6,000 Macintosh CPU's
- 10,000 users
- 400 locations!



Queensland Police Service

Largest government installation in Australia

- Servers - 246 (53% Mac, 31% Unix, 16% Other)
- Client - desktop 5,176 (93% Mac, 7 % Wintel)
- Client - mobile 415
- Peripherals 1,735
- Network devices 1,215



Queensland Police Service

- Gartner endorsed report into total cost of ownership
- Saved \$30 million in 1998
 - - Compared to Wintel environment
- Innovative adopters of technology
 - e.g. QuickTime VR



Queensland Police Service

- Key Success factors

- High level of commitment and effectiveness of the IS staff within the organisation. 87% rate themselves as “highly motivated”!
- 42% less IS staff than a typical Wintel-based organisation
- Higher degree of vendor, platform and application standardisation which contributed significantly to favourable TCO results.



Queensland Police Service

- Key Success factors (cont...)
 - Longer than average utilisation of desktop technology. Over 50% of the desktop fleet at the end of 1998 was more than 3 years old. Although over 70% of the end users reported that their computer systems provided the tools necessary to do their jobs.
 - Lower than average downtime labour costs - 42% lower than similar Wintel-based organisation.
 - Management, Support and Development costs being 53% lower than a typical Wintel-based organisation.



Queensland Police Service

- Strategies for Improved Performance

- The report suggested that there is scope for QPS to further reduce their TCO while at the same time improving delivery of IS services to end-users
 - Training - Study found that QPS did not invest enough in training. Result was lower support & management costs but higher indirect and hidden costs such as increased number of “How do I...” requests.
 - Assessment found a deficiency in QPS’s Help Desk
 - Fleet replacement



Queensland Police Service

“The actual Total Cost of Ownership of the distributed computing environment within the QPS organisation during the 1998 calendar year, compared to a similar sized typical Australian State Government organisation deploying primarily Wintel-based technology, is summarised over page”.



Queensland Police Service

(TCO Analysis)

	Typical	Actual	Actual/Typical % Diff
• Direct Costs (budgeted)			
– Hardware and Software	\$27,738,541	\$11,575,403	42 %
– Management	\$15,872,709	\$6,251,455	39%
– Support	\$6,617,192	\$4,305,418	65%
– Development	\$2,782,342	\$1,203,208	43%
– Communications	\$8,012,437	\$3,318,380	41%
• Indirect Costs (unbudgeted)			
– End User IS Costs	\$15,667,630	\$21,379,563	136%
– Downtime	\$2,069,591	\$1,193,278	58%
• Annual Total Cost of Ownership	\$78,760,442	\$49,226,705	63%



Queensland Police Service

- How do we get the good news out?
 - “How to save millions on IT” brochures are available to distribute
 - Pdf available for electronic distribution. More detail than the above brochure and is a 12 page report



What Next?

- Gartner report at an Australian University?





Think different. TM

