

Credentials

About - The Institution Client

The client is Singapore's leading education institution with a network of 12 geographically dispersed campuses in Singapore, housing 20,000 full-time students and 2,000 staff. They have been the main provider of full-time traineeship and part-time technical education in Singapore with a vision "to be a world-class technical education institution for a knowledge-based economy".

Business Challenge - Collaboration Made Possible Even with Multiple Applications

The client possessed a diverse range of systems including Solaris, AIX and NT supporting a wide range of applications ranging from PeopleSoft, Lotus Notes, library system, e-learning system, time-tabling system, turnkey solution such as e-Survey system and a host of web based applications build on top of iplanet and silver stream applications server.

Based on the client's existing IT infrastructure, and their campus-wide objectives in mind, elipva undertook the challenge and strived to deliver the client's objectives:

- **Reduced Operational Cost**
A Single-Sign-On Portal solution that could provide consolidated administration effort, which results in cost savings derived from reduced help desk costs, centralized account management and central password management.
- **Improved User Experience**
Personalized content according to user's profile and armed with a collection of interactive tools between students and staff through e-Chat and e-Forum. Single-Sign-On minimized trial-and-error process when logged-on incorrectly as users will then have to remember one single password and user ID.

Collaboration Made Possible Even With Multiple Applications

With a myriad of backend services and future needs to expand, the existing infrastructure had contributed to more maintenance and operational cost. Users were exposed to the inconvenience of having to remember multiple sets of user IDs and passwords in order to access different applications, which also resulted in higher helpdesk support.

The business challenge was to achieve an integrated identity and access management for all the above applications via a new campus portal. The portal shall serve students and staff alike, each enhanced with personalized services authorized for different members access.

- **Improved Productivity**
Improved user productivity and ease of use, reduced time spent on help desk calls, forgotten passwords, and need for separate logins.
- **Timely Content Publication**
Intuitive content management tool with task scheduling to automatically publish content on its start date and archived upon expiry, thus eliminating manual monitoring.
- **Reduced Reliance on IT Human Resources**
No/little HTML knowledge required for content creation and updating, easy to use and personalized portal, and delegated user management roles. Reduced reliance on IT department and focused on IT core competencies.

"As part of our objectives, elipva's technology has helped us protect our existing investments— by complementing our legacy systems instead of replacing them. Single Sign-On and content aggregation on a personalized portal is truly a convenient avenue for our students and staff to share knowledge effectively."

Institution Client on Portal Solution



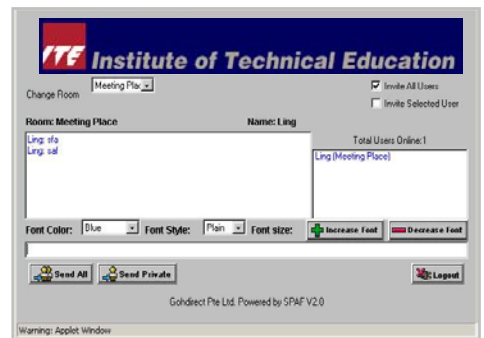
A Student's Portal with portlets of information from multiple sources of applications

elipva Zephyr E-Business Suite	Visible Results
elipva Zephyr Framework Aggregation to 3rd Party Applications- Peoplesoft, Oracle, Lotus, MS Exchange	A consolidated set of rich, easy-to-use reusable workflow, business rules, user management for web applications. Maximized ROI through protecting existing investments and increased efficiency of existing systems. Scaled to meet future demands for integration and extensions without the need to reinvent.
High Availability and Performance	Ensured reliability of system to handle sudden traffic usage surge and large number of concurrent access during peak periods e.g. exam results.
elipva Zephyr Portal Unified Students, Staff and Alumni Portal	Created effective communication and enhanced user experience by creating a vibrant and exciting learning environment. Access to a whole range of information such as e-learning, e-resource, e-counseling and collaboration tools- anytime, anywhere in the campus.
elipva Zephyr Content Management Dynamic and Scheduled Content Updates	Improved delivery and dissemination of information throughout the campus. Ease of mind with scheduled publications and automatic archived and increased usability to non-technical users to create/update/delete content anywhere (web-based).
elipva Zephyr Community Forum, Chat, Calendar	Encouraged collaboration and knowledge sharing across departments, schools and communities with e-Forum, e-Chat and a unified calendar (extracts and synchronizes calendar information from Microsoft Exchange and Lotus Notes)
Secure Login Single Sign-on	Reduced password management maintenance and help desk costs. Eliminated inconvenience of multiple logins, where one user ID and password is used to access multiple applications.
User Provisioning	Increased security through comprehensive authentication, authorization and access control security infrastructure. Ease administrator's task of creating users in multiple system- Automatically create students' account in portal and email account in Microsoft Exchange upon self-registration.

Benefits – Effective Information Sharing with Reduced Maintenance Cost

With a diverse range of existing and new applications now accessible through a secured single login and portal interface, the client portal users (students, staff, alumni members) can conveniently aggregate and share information critical to them, while required to only remember a single ID and password. Self-service automated processes and interactive collaborative tools have significantly reduced the reliance of IT labour and lowered maintenance costs.

Enabling an educational institute with the right tools, the client is a step closer in realizing her vision to be a world-class technical education institution for a knowledge-based economy. Our Security Partners



Real-time Chat with full backend administration

Security Partners:

