



# UNIVERSIDAD TECMILENIO

## OPTIMIZING STUDENT LIFE-CYCLE PROCESSES TO SUPPORT GROWTH

### QUICK FACTS

#### Industry

Higher education

#### Budget

MXN 900 million (US\$80 million)

#### Number of students

23,346

#### Headquarters

Monterrey, Nuevo Leon, México

#### Web Site

www.tecmilenio.edu.mx

#### SAP® Solutions and Services

SAP® ERP application and SAP Student Lifecycle Management application

#### Implementation Partner

Neoris

Universidad TecMilenio is a higher-education institution that develops professionals for the job market through the integration of college curricula and industry certification programs. To achieve the greatest administrative efficiency, Universidad TecMilenio implemented the SAP® ERP and the SAP Student Lifecycle Management applications. Now it can monitor budgets, manage enrollment and registration, and coordinate activities online in a real-time, collaborative, and integrated environment.

#### Key Challenges

- Adopt a fully integrated, comprehensive solution to support administration and information management
- Establish best-practice business processes for higher education
- Achieve greater scalability to support future growth
- Standardize on a single platform to achieve a single source of student data
- Streamline processes to free staff to focus on service and strategic endeavors

#### Implementation Best Practices

- Gain executive-level support
- Grant decision-making power to process owners and leverage their expertise to map business processes
- Have process owners define, test, and approve each step of the implementation
- Follow the ASAP methodology to streamline the implementation process

#### Financial and Strategic Benefits

- Streamlined processes for students through improved self-services
- Faster enrollment process that enables staff to invest more time in value-added services
- Better handling and reporting of finances and enrollment numbers to support campus-level forecasting, budgeting, and planning
- Greater ability to change course offerings to meet student needs and be more competitive
- Improved spend visibility to control costs

#### Why SAP Was Selected

- SAP reputation, references, and proven experience in the higher-education sector
- Predefined configuration settings for supporting best-practice processes

#### Low Total Cost of Ownership

- Fewer applications to maintain and support with a single, integrated solution
- Scalability for growth without additional software investment
- Strict control of development costs and high use of predefined configuration settings
- Tightly managed project scope

#### Operational Benefits

Key Performance Indicator	Impact
Enrollment processing capacity	+22%
Time for course scheduling	-70%
Time for month-end close	-66%
Time for student enrollment processing	-83%
Centralized support resources per 1,000 students	-19%

“SAP Student Lifecycle Management has proven to be a robust and flexible software solution, able to accommodate our growth and adaptable to our innovative educational model.”

Valeria Gonzalez, Administration Director, Universidad TecMilenio

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## Establishing Best-Practice Processes for Higher Education

Universidad TecMilenio is embarking on a new education model. Sponsored by the Tecnológico de Monterrey, Universidad TecMilenio is creating educational campuses that are highly integrated with regional businesses to develop professionals that can be deployed quickly. This model has enabled the university to grow to 39 campuses throughout Mexico within six years as well as offer online courses, focusing on skills and certifications currently in demand, for its 23,346 students.

To support its rapid expansion, Universidad TecMilenio wanted to adopt a comprehensive software solution that would not only support its functional needs but also help it to establish best-practice business processes. “We had the support of our top management for this project,” Jose Angel Flores, Universidad TecMilenio’s chief information officer, states. “We all believed that for the university to achieve optimal operation, we needed to have a reliable and robust system.”

## Selecting SAP® Software

When considering a software solution, Universidad TecMilenio looked to SAP. As Flores explains, “Tecnológico de Monterrey also sponsors the San Jose hospital, which uses SAP® software. The hospital’s positive experience as

well as SAP’s reputation and experience supporting higher-education institutions made us take a closer look.” Universidad TecMilenio was convinced that the SAP ERP and the SAP Student Lifecycle Management applications would meet its needs, after comparing the software with other market players and verifying SAP’s experience in the higher-education sector.

## Empowering Process Owners

Universidad TecMilenio identified a team of business-process owners to work with the implementation team on the project. “Our process owners had decision-making power, and we leveraged their expertise to map the processes to our needs,” Flores adds. Predefined settings aided in the quick configuration of the software, which the process owners mapped, tested, and approved. The project followed the ASAP methodology, and Universidad TecMilenio succeeded in implementing a single-platform software solution to manage enrollment and registration processes, monitor budgets, and coordinate its business activities.

## Becoming a Best-Run Business

Since implementing the software, Universidad TecMilenio has realized increased accuracy and transparency in administering the entire student life-cycle process. The centralized software has unified students, faculty, and staff with information and processes while reducing IT complexity and cost by centralizing processes in a single application.

Self-service functionality streamlines the admissions process for a more user-friendly student experience, freeing university staff to focus on other areas. “Scalability is not an issue for us,” adds Valeria Gonzalez, Universidad TecMilenio’s administration director. “The software can handle the enrollment of 23,000 students in one week, allowing us to focus on value-added services rather than operational tasks.” Self-services also enable students and staff to access account information online and track payment status.

Better insight into finances and enrollment numbers enables each campus to prepare forecasts, budgets, and plans to optimize campus operations. This insight also supports Universidad TecMilenio’s academic processes so the university can optimize class schedules according to student demand and resource limitations on a more responsive basis. “Our course-planning process used to take two weeks of 24x7 operation. Now we complete it in less than three days,” Flores adds.

## Looking Ahead

As Universidad TecMilenio continues on its course of dynamic growth and innovation, it will work to refine its business process to further streamline operations, support distance learning, and quickly adapt to new market requirements.

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