

CUSTOMER STORY

Provincial Community College seeks Managed Services Support to Optimize Campus Solutions

SMACT AMS services assist NBCC with ongoing support, new developments, and enhancements for its OCI & PeopleSoft Campus Solutions applications.

THE CUSTOMER

New Brunswick Community College (NBCC) is a leading public post-secondary institution in New Brunswick, Canada, with six campuses serving thousands of students. NBCC delivers career-focused diploma and certificate programs in sectors like healthcare, engineering, business, and IT. As a Crown corporation, it emphasizes hands-on learning, industry ties, and community-driven workforce development.

- » Top public college in Atlantic Canada with 6 campuses
- » Provides hands-on education and skills to drive workforce and community growth



COMPANY

New Brunswick Community College



HEADQUARTERS

New Brunswick, Canada



INDUSTRY

Public Higher Education



TECHNOLOGY

**OCI, PeopleSoft CS 9.2,
& PeopleTools 8.62**



THE SCOPE

NBCC faced operational challenges with its Oracle PeopleSoft Campus Solutions and Oracle Cloud Infrastructure (OCI). The existing support provider lacked the responsiveness and expertise to optimize these systems, resulting in unresolved issues and limited use of key features. Core modules—like Campus Community, Student Financials, Student Records, Recruiting, and Self-Service—were impacted. Support gaps, inconsistent resolution, and poor governance led to risks and user frustration. NBCC needed a managed services partner to stabilize operations, enhance service delivery, and align OCI and PeopleSoft with Oracle best practices.

THE SOLUTION

NBCC addressed its operational challenges by partnering with SMACT Works to establish a structured Oracle Cloud Infrastructure and PeopleSoft Campus Solutions Managed Services model. Leveraging AMS best practices, SMACT implemented a formal project governance framework that improved transparency, responsiveness, and service accountability. Routine support activities were automated, reducing manual effort and accelerating resolution times. The PeopleSoft environments were right-sized to optimize both performance and cost, while Oracle Cloud Disaster Recovery services were adopted to enhance system resilience. Additionally, PUM Image 26, PeopleTools 8.62 Upgrade, and Oracle Cloud Manager were deployed to streamline environment management and operational tasks. These initiatives collectively improved system stability and operational efficiency across key modules, including Campus Community, Student Financials, Student Records, Recruiting and Admissions, and Student Self-Service.



OUR METHODOLOGY

SMACT Works employed its repeatable AMS methodology for NBCC, beginning with a discovery sprint to catalog incidents, service requests, and automation opportunities across Campus Solutions and OCI. The AMS team scored each item with an impact-effort matrix, merged duplicates, and established sprint backlogs. Cross-functional CoE squads were then allocated, leveraging DevOps pipelines and ITIL processes to deliver fixes, enhancements, and environment optimizations through iterative cycles. Weekly governance checkpoints ensured measurable outcomes and stakeholder alignment.



Application
Managed Services



Special Projects &
Bolt on Builds



Oracle Cloud
Infrastructure Support



Cloud Manager
Implementation

KEY OUTCOMES

01

Improved end-user satisfaction by prioritizing and satisfying incident & enhancement requests

02

Improved internal IT team morale by alleviating the burden of balancing system support and new development.

03

OCI AMS services improved system performance and stability

04

PeopleTools 8.62 Upgrade and PUM Upgrade to Image 26 for all Campus Solution modules

SMACT WORKS

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