



Customer Case Study – Singapore Institute of Management

Singapore Institute of Management engages new wave of students

By migrating to AWS, The Singapore Institute of Management (SIM) enhanced digital experiences for its students while reducing costs and inefficiencies.

Our customer

SIM is a leading private education institution based in Singapore, offering more than 80 academic courses.

The obstacles they faced

SIM's Oracle PeopleSoft Campus solution was unable to keep pace with the institution's growth running on a privately hosted fixed capacity infrastructure.

How we helped

Business/IT Transformation – Managed Public Cloud, Managed Public Cloud – Fanatical Support® for Amazon Web Services (AWS), Professional Services – Rackspace Application Services, Migration.

What we achieved together

SIM significantly increased its compute, store and share capabilities by migrating to AWS with support from Rackspace Technology. SIM is now running its workloads more efficiently and cost-effectively on the AWS platform.





“Without the expertise, counsel and partnership of Rackspace Technology, we would not have made this transition in this short time, with significant cost and time savings, and in compliance with regulatory standards”

David Lee
Assistant IT Director,
Singapore Institute of
Management

Growth in student enrolments

Founded by the Singapore Economic Development Board in 1964, Singapore Institute of Management (SIM) offers more than 80 academic courses including Bachelor’s and Master’s degree programmes with top ranking and reputable universities from Australia, Europe, the United Kingdom and the United States.

As a highly regarded leading educational institution, SIM’s reputation for delivering outstanding results and its standing with these prominent overseas universities was dependent on the efficient administration

and provision of student services and operations, including every aspect of the student body’s experience.

To handle the student management requirements for the growing student enrolments in its Global Education programmes, SIM procured and deployed the Oracle PeopleSoft Campus Solutions application in 2011.

The implementation of the application went live in December 2012. Oracle’s PeopleSoft Campus Edition was mission-critical to ensuring that all aspects of the school continued to perform without disruption, that data was shared accurately and seamlessly, and that operations were smooth.

Demands on the legacy system overtaking its capabilities

However, as the institution developed, SIM saw increased demand on the application, due to the growing number of students using the system during enrolment and other significant activities. This was causing unnecessary delays and performance degradation.

This often-created issues, including limited access to users and slower operating speeds, as well as the erratic performance of the application.

Over time, the campus solution residing on the legacy hardware was not particularly cost-effective either, especially in managing peak period workloads over multiple locations. Migrating to a hybrid cloud environment would have been difficult and required greater investment to transform the legacy system to a cloud-ready state.

With a growing student population and the increasing complexity of business functions, SIM realised it required greater flexibility, capacity and agility to support the next-generation digital educational requirements. Moreover, the total cost of ownership and savings offered by a cloud platform was becoming increasingly attractive to SIM as it plotted a cloud-first strategy.

Having reviewed all available options, SIM decided on the Amazon Web Services (AWS) platform as the preferred cloud platform of choice for the modernisation of its digital infrastructure. The challenge, however, was to migrate the mission-critical Oracle PeopleSoft Campus solution along with several other associated applications.

With a clear cloud-first strategy mapped out, SIM planned to migrate to and completely implement a full suite of AWS services. However, the mission-critical production data was residing in the Oracle PeopleSoft Campus Edition application running on legacy hardware. This limited the option to migrate completely to the AWS platform and services.

Designing a scalable solution

To ensure that the mission-critical production data was available upon migration, it was decided that utilising the Amazon Elastic Compute Cloud (EC2) service was the most efficient and prudent way to migrate to a hybrid cloud environment.

SIM needed a partner with a proven track record, scale and technical expertise in both AWS and Oracle to lead the migration. With its years of experience in leading multi-party migration, hybrid cloud and cloud-first implementations, Rackspace Technology was uniquely positioned to support SIM.

The final decision to move to AWS was made by SIM in 2018 and Rackspace Technology, with its cloud migration and computing expertise, was appointed as the migration partner. The system went live on the AWS platform in March 2019.

As part of the engagement, Rackspace Technology provided managed services to SIM by assigning relevant technical and project managers to share their expertise

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on the Oracle PeopleSoft applications. Rackspace Technology also provided an appraisal of the technical, compute and storage needs to provision the AWS infrastructure and advised on a migration path to ensure a seamless migration of production data onto the AWS platform.

“We like the system design as well as the business consulting Rackspace Technology provided,” said David Lee, Assistant IT Director at SIM. “And we have enjoyed a productive working relationship with the Rackspace Technology Solutions Architect, whose evaluation skills helped us to refine our requirements more exactly.”

Moving forward with Rackspace Technology

Today, SIM is running its campus data needs more efficiently and cost-effectively on the AWS platform, meeting peak period demand while gaining greater visibility into workloads across various organisational departments.

“Our engagement with Rackspace Technology has been a positive experience,” said Lee. “Without the expertise, counsel and partnership of Rackspace Technology, we would not have made this transition in this short time, with significant cost and time savings, and in compliance with regulatory standards.”

“Rackspace Technology has been very willing to share their skills with our own in-house IT team,” Lee said. “When team members change, which sometimes happens, we can lean on Rackspace Technology for continuity. Their customer success team has shown itself to be dedicated to the broader success of SIM, helping us leverage the benefits of the migration to AWS.”

“Rackspace Technology expertise in managed services and its support for our AWS infrastructure delivered on our expectations,” Lee added. “Rackspace Technology will be the reliable partner we need to help us navigate our migration to additional AWS services.”

David Lee, Assistant IT Director, Singapore Institute of Management

About Rackspace

Rackspace Technology is the multicloud solutions expert. We combine our expertise with the world’s leading technologies — across applications, data and security — to deliver end-to-end solutions. We have a proven record of advising customers based on their business challenges, designing solutions that scale, building and managing those solutions, and optimising returns into the future.

As a global, multicloud technology services pioneer, we deliver innovative capabilities of the cloud to help customers build new revenue streams, increase efficiency and create incredible experiences. Named a best place to work, year after year according to Fortune, Forbes and Glassdoor, we attract and develop world-class talent to deliver the best expertise to our customers. Everything we do is wrapped in our obsession with our customers’ success — our Fanatical Experience™ — so they can work faster, smarter and stay ahead of what’s next.

Learn more at www.rackspace.com or call 1-800-961-2888.

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