



Newcastle University: Driving Efficiencies with SAP HANA® to Give 27,750 Students a Better Experience

Based in North East England, Newcastle University (NU) delivers educational programs to 27,750 students from its home campus and campuses overseas. To provide the best service possible for students, NU staff needs immediate access to timely data to make informed business decisions. Through the development and deployment of a customized data-on-demand solution, NU can reach new levels of internal efficiency, resulting in a superior student experience.

Using the SAP HANA® platform for the SAP® ERP and SAP Student Lifecycle Management applications, NU can consolidate key business data, including admissions, finance, and more, and give staff role-based mobile access through one central location. This results in one complete picture of student needs and activity right across the organization. Real-time, insightful data and faster processes mean better use of staff resources and a richer student experience.



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Giving NU staff access to key, timely data 24x7

Organization

Newcastle University

Location

Newcastle-upon-Tyne,
United Kingdom

Industry

Higher education
and research

Products and Services

Research-intensive
university providing
academic programs in all
disciplines

Employees

6,000

Revenue

£475 million (€562.6 million)
(2015)

Web Site

www.ncl.ac.uk

Objectives

- Provide staff with the capability to make data-informed key decisions more efficiently
- Apply and leverage internal technology systems to offer students the best service possible

Why SAP

- Long-time user and advocate of SAP® software technologies, including the SAP ERP, SAP Business Warehouse, and SAP Student Lifecycle Management applications
- SAP HANA® platform, which offers the data-processing speed and capacity to meet organizational goals

Resolution

- Built the data-on-demand solution using SAP HANA to redesign business processes
- Applied the frontline SAP Customer Relationship Management application to reduce waiting times for students and drive well-being initiatives
- Leveraged SAP Fiori® apps to give staff mobile access to manage key aspects of working life

Future plans

- Upgrade SAP Fiori to drive student services and offer students greater mobile enablement
- Continue development that will take advantage of Big Data analytics and predictive analysis and will reduce software and hardware maintenance costs

“Thanks to SAP HANA and SAP Fiori, we have a complete picture of our organization on demand. All the crucial data is there whenever we need it, from student grades to finance. Now we can focus on giving our students the best service possible, and they can focus on reaching their educational potential.”

Jonathan Taylor, Assistant Director – Corporate Systems, Newcastle University

77%

Reduction in database
storage requirements,
thanks to compression

<1 second

To answer business-critical
queries, including reporting
live updates on new student
numbers against targets as
they are confirmed on
clearing day

~1 second

To process 5 million SAP
Business Warehouse
records

Instant

Process completion for
tasks that once took
overnight

Reduced

Waiting times for students

Improved

Staff user experience

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