



**City University
Susannah Quinsee & Keith Wilkinson**

Susannah Quinsee: City University is the University for Business and Professions.

Keith Wilkinson: ...we pride ourselves on providing relevant courses of study to prepare people better for the world of work.

Susannah Quinsee: ...we find that our students are making much more demands on us and our academics have a lot of time pressures so we need to make sure that our IT infrastructure is much more flexible in terms of delivering educational duties to students and also helping academics deal with these new demands.

Keith Wilkinson: It's important to us at the moment that we integrate our systems into a common framework which is something hasn't been achieved previously with the various side load in our applications. SOA offers us the possibility to integrate those systems more easily and to concentrate on the processes that are below those applications.

Susannah Quinsee: We currently anticipate that administrative staff is spending something like 70 hours per year manually enrolling students on modules...With the new system that will be reduced to virtually nothing because their input will much more men checking the classes just to make sure they are up-to-date rather than actually having to go in and create these manual process of adding the students.

Keith Wilkinson: We can gain a competitive advantage in the marketplace by offering different sets of services to our academic staff and to our students...We are confident that we have chosen the right partner in IBM both from a technology point of view and from a strategic point of view.