

## A PeopleSoft 9.2 Solution for Strategic Business Growth

### Customer Requirements

- ▶ Upgrade PeopleSoft 9.0 and 9.1 to 9.2 and also consolidate the two instances bring down overall cost of ownership by reducing number of instances to be managed, sunset customizations and integrations.

### Customer Benefits

- ▶ SOAIS' report to the customer presented a clear roadmap for its PeopleSoft application including clear savings over a five year period and business benefits.
- ▶ The CIO team could allocate a credible budget to take to their senior management for budget approvals.
- ▶ The CIO Project Managers also had project plans and resource allocated to commence pre-planning of their execution steps with all stakeholders involved.

### Background

The client is a leading Information Technology Services organization with more than 40,000 employees with operations in multiple countries. Currently client is using PeopleSoft HCM 9.0 solution to manage its manpower, which is integrated with various other legacy and third party vendors. Our SOAIS team has been providing production support to the customer for several years and had in-depth knowledge of its internal systems and processes.

Client is currently running PeopleSoft 9.0 HCM application and other modules of 9.1 such as Recruitment, Performance etc. for managing its 40,000 employees. The current 9.1 application was customized significantly to meet the local requirements of various countries. Given the scale and amount of customization, client delayed the upgrades and application of any bundles. Lack of ability to apply bundles in a customized environment narrowed the possibility to leverage Oracle support for its application. Data integrity issues between PeopleSoft 9.0 and 9.1 was a major technology concern. Due to 24x7 accessibility of the system and multiple PeopleSoft versions, there was a need to maintain high availability and duplicate hardware.

Overall the client felt the need to evaluate a major application overhaul but wasn't sure of what next, where to go. The challenges were:

- ▶ Upgrading PeopleSoft 9.0 to 9.2 for an organization of 40,000 employees presented a huge challenge, mainly because client's in house team did not have PeopleSoft 9.2 specific knowledge and experience.
- ▶ Client's team is located in various geographies and needed a solution provider with global expertise and a flexible methodology to manage the project.
- ▶ Bring down overall cost of ownership by leveraging their internal resources wherever necessary.
- ▶ Plan for and deliver support processes to ensure that the client's support systems made a smooth shift to the upgraded systems

### SOAIS Solution

Our SOAIS team has been providing production support to the client for several years and had in-depth knowledge of its internal systems and processes. The client's CIO team had a lot of comfort with SOAIS due to direct access to senior leadership and ability to structure flexible delivery models which were win-win for both the organizations. Based on our experience with the client and its expectations we adopted the following approach to the upgrade.

- ▶ Conducted workshops to run through the client's existing PeopleSoft environment, business functions, and discussed the challenges posing with the current setup.
- ▶ Presented a walk-through of 9.2 application and shared a customization profile report to the senior management.
- ▶ Received high level buy-in from business teams on the overall functionalities needed to be implemented / upgraded in the new application.
- ▶ Articulated the detailed business value / benefits of consolidating its PeopleSoft instances and upgrading to 9.2.
- ▶ Developed a high level project and resources plan for this exercise.

### About SOAIS

SOAIS is a leading enterprise IT solutions provider. With its best practices, and global collaborative workforce, it helps the business functions work faster, cheaper and better, offering a full spectrum of technology solutions in the arena of PeopleSoft, WorkSoft, SAP, Oracle Fusion, and niche technology areas such as mobility.