

PeopleSoft 9.2 ERP Upgrade Solution

Customer Requirements

- ▶ Upgrade to PeopleSoft 9.2, so that it can eliminate some of the customizations in existing system and reduce total cost of ownership

Customer Benefits

- ▶ Successfully completed PeopleSoft upgrade from 8.8 to 9.2 with in time and Budget.
- ▶ SOAIS team assisted customer to reduce customizations by 30%.
- ▶ SOAIS team helped stream processes to in compliance with internal and external policies.
- ▶ Customer rolled out self-services applications to all of their 38,000 employees.
- ▶ SOAIS team worked with customer and knowledge transfers to have smooth transition.
- ▶ The client had been maintaining a number of jobs manually and inefficiently. These laborious jobs were automated in the upgraded system, resulting in an improvement in overall business process competence and more streamlined workflows.

Background

Our customer is a leading Business Process Services organization with more than 38,000 employees with operations in more than 30 countries. They currently use PeopleSoft HCM 8.8 solution to manage their workforce and integrated with more various other ERP, 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.

Business Need

Our customer currently run PeopleSoft 8.8 HCM application with 38,000 employees and using HR, Recruitment, Performance and Payroll Interface modules. The current 8.8 application was customized significantly to meet local requirements of various countries. Given the scale and amount of customization, customer delayed the upgrades and application of any bundles. Oracle discontinued the support of PeopleSoft 8.8 application, which resulted in the Technology risk for our customer to managing their PeopleSoft application. On the technology front, the ERP application was not able to meet the expectations of the growing company. The company realized that going in for PeopleSoft 9.2 upgrade would add new functionalities and streamlines the processes in the existing system so that it can eliminate some of the customizations, reduce total cost of ownership. While this would undoubtedly be far more efficient in terms of productivity, the company also wanted to garner the tangible cost benefits that would bring in by upgrading the application.

Challenges

- ▶ Upgrading from PeopleSoft 8.8 to 9.2 for an organization of 38,000 employees presented a huge challenge to our customer, mainly because Customer in house team do not have PeopleSoft 9.2 specific knowledge and experience.
- ▶ Customer's team is located in various geographies and needed a solution provider with global expertise and a flexible methodology to manage the project.
- ▶ Customer wants to 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.
- ▶ Deliver solution within stringent deadline and with minimal switch over time.

SOAIS Solution

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. Based on our experience with the customer and their expectations we proposed following approach to the upgrade.

- ▶ The SOAIS team supported the client's IT team to build a credible business case for an upgrade process.
- ▶ SOAIS proposed an upgrade solution leveraging global blended methodology to bring in diverse teams together and deliver overall upgrade at the right cost.
- ▶ SOAIS proposed a team with prior experience with upgrades, ready-to-use templates, tools, and checklists combined with domain expertise enabled the client.
- ▶ To bring down overall cost of upgrade, SOAIS proposed a flexible approach to work with customer team along with SOAIS team and co-managed the entire project.

Since the client was one of the early adaptors of this application version, the upgrade scripts had several issues including data conversion performance issues. To fix these issues and refine the solution, the SOAIS team coordinated with the Oracle Product support. The team also systematically tracked system changes during the upgrade process so they were not missed during go-live.

SOAIS team took ownership of entire upgrade process from analyzing requirements, detailed planning and execution with users across the globe, upgrade with multiple rounds, testing coordination, hardware planning, test automation plan, go-live, and change management across multiple countries. It then mapped delivered functionality to reduce dependency on customizations and bolt-on modules.

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.