PeopleSoft HR Transformation with Seamless Business Processes

Customer Requirements

▶ Transform its HR function from being a purely administrative facilitator to a strategic enabler in keeping with its vision of rapid growth

Customer Benefits

▶ Implemented the solution as planned on time, within budget and to the global standards

▶ Highly scalable platform capable of supporting additional business expansion

▶ Tightly-integrated system with reduced manual activity

▶ Better utilisation of resources by letting location and branch HR professionals enter all the data at one platform

▶ Having a proper control on the data quality by making it go through approval process

▶ Overall time saving in data entry with improved data quality

▶ Increased efficiency with shared accountability and responsibility

Background

The client is one of the largest print media company of India with 19.8 million readership. Established in 1958, it started with one Hindi edition from Bhopal. With over 7000 employees, the organization expanded its presence to 14 states having 37 editions in 4 different languages namely Hindi, Gujarati, Marathi and English. Besides, print media, the company interest also spans out in radio and digital media wherein, it owns 17 radio stations and four websites in four languages.

As a result of aggressive growth strategies in recent years, HR business processes and functionality requirements had evolved more rapidly than their moderately customized HCM systems could efficiently accommodate. To address this challenge, the company wanted to transform its HR function from being a purely administrative facilitator to a strategic enabler in keeping with its vision of rapid growth.

The customer chose SOAIS to lead this strategic initiative relying on the latter's enterprise software expertise coupled with its PeopleSoft consulting and technology leadership. The challenges were:

▶ Standard PeopleSoft HCM application was not able to fulfil the expectations of the growing organization.

▶ Underlying configurations and business processes were not scalable to accommodate rapid business expansion.

▶ Inefficient and inconsistent talent acquisition business processes prohibited from being filled quickly. (Lack of checkpoint in the system for transactions like hiring / transfer / promotion / pay rate change / separation etc. with multiple level of approvals based on request raised at different levels.)

▶ Inadequate end-user adoption of self-service functionality.

▶ Insufficient technical/functional support from the current vendor.

SOAIS Solution

SOAIS team commenced the work by having discussions with the customer to understand how interconnected the organization is – from its operations and functions to its regulatory environment and fiscal structures.

The main requirement was to introduce the checkpoints and controls at various levels for specific HR transactions. Keeping in mind the technology limitations and the requirements, SOAIS proposed PeopleSoft delivered Manager Self-service and template based hire for introducing checkpoints and controls. The SOAIS team also standardized, streamlined, and simplified business processes by adopting industry-leading practices. The team continuously provided interactive knowledge transfer with customer functional and technical leads.

Our global breadth, coupled with our local knowledge, enabled us to effectively work to the customer's agenda, challenging its thinking, and delivering the value.

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.