Seamlessly Upgrade PeopleSoft 8.8 to PeopleSoft 9.2

Customer Requirements

▶ Upgrade from PeopleSoft 8.8 to PeopleSoft 9.2, so that it can eliminate major customizations in existing system, reduce total cost of ownership, and garner cost benefits

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 streamline processes to in complaint with internal and external policies.

▶ Customer rolled out self-services applications to all of their 40,000 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

The client is a leading Business Process Services organization with more than 40,000 employees with operations in multiple countries across the globe. It offers solutions for Customer Relationship Management, Finance and Administration, Human Resources, Procurement and Supply Chain management. The client used 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 40,000 employees and using HR, benefits, Career Planning and Payroll interface modules. Apart from using the PeopleSoft HCM Core HR functionalities, the client had implemented many bolt-on modules to automate the HR related business processes. The current 8.8 application was customized significantly to meet local requirements of various countries.

Given the scale and amount of customization, the client delayed the upgrades and application of any bundles. Also, Oracle discontinued the support of PeopleSoft 8.8 application, which resulted in the Technology risk for 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 to avoid IT non-compliance

▶ Upgrade PeopleSoft HCM while incorporating all of the bolt-on modules, with zero to minimal disruptions to the client's day-to-day business operations

▶ Leverage the wealth of PeopleSoft HCM experience and skill sets of its HR IT team

▶ Client's team is located in various geographies and needed a solution provider with global expertise and a flexible methodology to manage the project

SOAIS Solution

Taking into consideration the client's needs, the SOAIS team recommended it's "As-Is Accelerated Upgrade" service. This service is geared to leverage the client's PeopleSoft experience and skillset along with SOAIS experience and expertise in executing PeopleSoft Upgrade project.

SOAIS consultants helped the client to identify the key business processes, engaging the key people of each business process from the client HR-IT team early in the project life cycle. SOAIS upgrade specialist used its proprietary upgrade accelerators to carry out quick and focused keep-drop analysis with the help of the business process professionals.

The entire upgrade was phased into three phases. The initial upgrade phase focused on getting the script sequencing right and identifying all the project patch requirements. During this phase SOAIS team coordinated with Oracle Product support to fix issues in data conversion scripts and refined the upgrade solution.

In the second phase, the test moved to production incorporating all retro-fitted online customizations, processes, reports and processes. Cutover plan was tested as part of this phase and made ready for the final move to production.

The environment that was delivered at the end of the third phase was subjected to User Acceptance Test and System Integration Test by the key professionals of the business process. Post sign-off from the business process owners the cutover plan was executed.

The project took advantage of SOAIS onsite-offsite model to deliver significant saving both in terms of project schedule and overall cost. Upgrade solution delivered to the client on a fixed price basis within 75 days and with minimal disruption to the client's day-to-day business operations

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.