

Business Services Company Streamlines HRM System and Reduces Support Team by 30%

Customer Requirements

The following challenges were identified before the project started:

- ▶ Application versions were not upgraded.
- ▶ Patches and updates were not applied
- ▶ Heavy peaks and troughs in application usage throughout the day with extensive self-service usage
- ▶ Retention of key PeopleSoft talent was a challenge; the frequent churn in support led to lack of continuity
- ▶ Change requests were often planned from the production support hours; managing resources and keeping them engaged was a challenge
- ▶ Developing test processes and coordinating with technical and functional teams spread across the world in different time zones was a challenge

Background

The client is a Bangalore based IT & Business Services corporation with a huge employee base spread across multiple geographies that caters to customers from the Manufacturing, Health and Life Sciences, and Insurance and Banking sectors.

The client has a dynamic workforce in an industry where the attrition rate is close to 30%. To manage its 3500+ workforce spread out geographically across multiple time zones, the client uses multiple and heavily customized instances of PeopleSoft HRMS to manage recruitment, absences, core HRMS, HR helpdesk, and competency management.

SOAIS Solution

SOAIS organized a talented team of experts to focus on environments, business-as-usual, and enhancement activities across multiple tracks at the client's location to do the following:

- ▶ Dedicated points-of-contact were established for specific functional areas needing support
- ▶ SOAIS onsite and offshore team ensured that 99.98% uptime and other SLAs are met
- ▶ Provided value added solutions like data archiving, performance improvements, and code clean up.
- ▶ Performed HRM functional consulting during organization restructuring
- ▶ Developed self-sufficient and reusable test processes as the client's application was upgraded
- ▶ Provided round-the-clock support for the customer's worldwide business team

Customer Benefits

SOAIS used industry best practices and brought in consultants with technical and functional knowledge to give the client the following business benefits:

- ▶ 30% reduction in team size as the process and code became more streamlined
- ▶ Drastic reduction in system tickets
- ▶ Better documentation that in turn led to better control

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.