

Case Study - PeopleSoft Custom Upgrade

Challenges

- » Existing system was heavily customized and the complexity of the customizations was very high
- » Coordination between the project team members as the teams were distributed
- » Infrastructure procurement for upgrade
- » Very tight deadlines
- » Very little band width in upgrade infrastructure for performing the upgrade passes

Benefits

- » Moved all custom and customization to 9.2 instances
- » Able to leverage features in 9.2, especially the Dashboards
- » Was able to drop some customizations and use 9.2 delivered features

The Client

The client is a United States health care provider that offers managed care plans to large and small business, individual, Medicaid, and senior markets. They also provide healthcare and insurance services including claims processing, underwriting, actuarial services, and medical cost management.

Results

- » Post upgrade, the customer was able to payroll processing in under 1 hour as opposed to 6 hours prior to upgrade
- » Post upgrade, the customer has a much more stable environment
- » Fine-tuned the upgrade job from 100 hours to 35 hours for the final go-live pass
- » Retrofitted customizations on 9.2 code line helped the customer perform day to day job more effectively than before the upgrade

About SmartERP

SmartERP is a new generation software services company focused on providing both end-to-end PeopleSoft solutions using proprietary methodologies, and real-world business experience in assessments, implementations, upgrades, support, and maintenance.

SmartERP's model and methodologies are geared to ensure that our customers achieve the highest value at the lowest cost. Our PeopleSoft experience, mature delivery model and technical competencies make SmartERP the ideal partner for your strategic initiatives.

At SmartERP, we incorporate flexible tools and methodologies with extensive industry and technology domain experience to successfully deliver the highest quality work on time and on budget.