Case Study - Bank Of India

**Business Needs**
The client selected PeopleSoft as the standard for financial management and human resources. In the first phase, out-of-the-box versions of these systems were implemented. The main challenge was replacing the existing legacy applications, thus enabling a centralized view of the entire organization. The client's objective was to see a satisfied user community regaining confidence in the system.

**Challenges**
The bank's Human Resources division was traditionally handled locally, which led to unique HR profiles around the globe. While this met local needs, it also created an uneven playing field for measuring staff performance, results and change indicators across the business. Only the largest national businesses were able to provide the full scope of HR services. Global information was not easily accessible and most HR staff used outdated systems with heavy paper-based workloads.

The bank had numerous smaller applications for HR modules, which made generating comprehensive summary reports a complicated task. The legacy system required users to login multiple times into different applications for different modules. The complexity of the system prompted the client to reach out for the new single application that could resolve all of the legacy system's limitations and is best in the industry. PeopleSoft was the answer to these problems.

**Benefits**
The project's strategy has focused on results. The bank's program manager and senior sponsors have kept the goals and targets challenging. One of the most successful implementations by the bank's IT and HR team was a PeopleSoft HR product, focusing on HR Self Service. This product was enhanced to include an entirely graphical look and feel.

The HR function becomes increasingly successful as more of the bank's staff are added to the system, thus enabling the HR staff to concentrate less on administrative tasks and more on strategic activities. For this bank, the benefits have come in the form of increased efficiencies and reductions in cost.
Client
The client is a large public sector bank with over 62,000 people spread across 2,600 branches, located in India, USA, UK, France, Singapore and Belgium.

Results
» Payroll is now processed centrally for all 62,000 employees, which saves time
» Terminal benefits are managed centrally and completely integrated with payroll
» Absence application and approval are workflow-based and enable central tracking and reporting
» Improved ad-hoc query and reporting capability

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.