

Case Study - PeopleSoft HCM & FSCM 9.2 Implementation

The Client

Founded in 1999, client has been focusing on building a strong corporate culture that advocates teamwork and professionalism, integrity, and a focus on delivering exceptional customer-focused results. Client is in the business of providing high-value and high-performance, customized systems engineering, software development, and business management solutions with the help of technology and the science of engineering.

Client needed a sound and flexible ERP platform to enable the organization deliver superior service experience to all stakeholders by modernizing business processes and systems, enhancing competitiveness and by improving the operational efficiency.

SmartERP Solution

SmartERP implemented PeopleSoft HCM 9.2 and FSCM 9.2 applications as a completely integrated system by automating all the business processes to empower the business functions and to better serve

all the stakeholders. Implementation was done in two phases. First Phase covered Core HR, Employee Self Service, Manager Self Service and Benefits modules, including integrations with Kelly and ADP external systems. Second phase covered Time and Labor, Absence Management, Candidate Gateway, Talent Acquisition Manager, ePerformance, General Ledger, Payables, Receivables, Contracts, Billing and Project Costing modules.

Client contracted with Oracle Cloud Infrastructure to host environments which included Development, Test and Production instances of Oracle Database Servers, Application Servers, Process Scheduler servers and Web Servers.

After hosting environments on OCI, we completed Fit gap sessions with the business end users. Post completion of the fit gap, all documented requirements were reviewed and signed off by customer project managers. Those gaps that needed minor customizations were reviewed again to validate the changes. Specific customizations were tracked based on RICEW (Reports, Interfaces, Conversions, Enhancements and Workflows) ID's.

Key Success Factors

- » Executive Council and leadership team were fully committed to the project and supported the project right from the word “Go”
- » Fully committed Project management team
- » Business team was fully involved in decision making. Core Project team had adequate representation from all business areas and members allocated were able to spend enough time on the project which helped us meet project deadlines
- » Project team was empowered to make decisions involving changes to current business process to adapt new PeopleSoft processes. Business was open for reengineering of business processes which helped in minimizing the customization footprint
- » Data conversion and reporting was well addressed early in the project life cycle. Solutions were piloted, evaluated and refined before being rolled out which helped in meeting the project timelines

Project Challenges

- » Slow response from the IT team to host and maintain environments affected the project execution
- » Response from third party systems had a lot of lead time leading to project delays
- » Gaining confidence among users who were using a different system and aligning functionalities of the legacy system with the delivered PS functionalities
- » Data privacy policy posed a challenge. As per the

customer’s data policy, non-US citizens could not have access to any PeopleSoft instances with real data which impacted resolving some reported issues during UAT phase in a timely manner

Benefits

- » A seamlessly integrated Finance & HR system. Most HR and Finance processes were managed manually earlier. Post the implementation, all business processes have been automated, thus saving time and resulting in increased productivity
- » Introduced the flexibility for employees and business users to complete their transactions in one system rather than doing it in multiple places
- » Improved UI with the implementation of Self-Service functions. It provided a single window to perform Absence, Time, Benefits and Performance related HR transactions
- » Account reconciliation – with PS implementation, reconciling clearing accounts between Payroll & project costing became much simpler
- » All complex invoice calculations were automated, and bolt-on invoice printing programs were developed which not only printed the actual invoice but also back-up documents with a summary of previous billings and calculations
- » Funds (billing limits) checking, Payroll to GL interface, Project cost allocation are some of the core business processes which were fully automated with PS Implementation