
Case Study: PeopleSoft Solution for Major School District

Challenge:
Incumbent was unable to provide a PeopleSoft implementation to meet the needs of a major school system.

Solution:
VisionIT provided skilled and experienced PeopleSoft Finance Developers, PeopleSoft HCM Developers and a PeopleSoft Project Manager. These resources completed 3 major PeopleSoft upgrades across most PeopleSoft modules that included both hardware and software.

A major school system with close to 200 schools, 15,000 employees and 85,000 students, all within a 100 square-mile area relied on PeopleSoft for financial, warehousing and portal functionality. The PeopleSoft solution was not meeting the needs of the school system for delivering functionality, availability, responsiveness. Payroll processing took too long which bogged down the time to respond to reported problems. The conclusion was that the school system was not achieving all the benefits of a properly implemented PeopleSoft application suite.

VisionIT PeopleSoft professionals accomplished the following critical tasks

- Implemented, upgraded and supported the FINANCE and HCM Modules, all “E” modules, PeopleSoft Warehousing, PeopleSoft Portal, PeopleTools and specific Public-Sector Related modules
- Supported more than 400 PeopleSoft customizations
- Upgraded the hardware infrastructure for the PeopleSoft environment.
- VisionIT transitioned all PS instances onto a Single SUN Solaris M-5000 Box and implemented a second M-5000 environment for cold Disaster Recovery/Business Continuity. VisionIT performed a turnkey re-architecture of the Windows Environment and reduced it to five (5) servers. VisionIT implemented this solution so effectively, that no additional CPU licenses were necessary—made possible through utilizing the advanced CPU partitioning capability of the new M-5000 servers from SUN as well as utilizing redundant Storage Area Networks (SANs).
- Developed a detailed (phased) Project Plan for all upgrades.
- Turned on Integration Broker and integrated it with PeopleTools across FINANCE and HCM modules. After incorporating Integration Broker, the school system was able to automate nearly 80% of the payroll posting process.
- Documented and instituted all production changes via Change Control

- Automated, enhanced and sped up the reporting process; thus reducing the number of reports across the enterprise and moving the organization toward delivered functionality versus customization
- Supported bi-weekly payroll for approximately 14,000 employees as well as Positive Pay through various banks and financial institutions. This requires the generation of both manual checks as well as EFT notices
- Provided support for Time and Labor processes and maintained the blank pay check stock under security at our Data Center as well as provided support for all day-to-day operations
- Recommended enhancements to process, design, develop, and successfully implement necessary changes
- VisionIT handled public sector and school system-specific grant funding
- VisionIT maintained and enhanced budgeting, procurement (and eProcurement), risk management interfaces, and sourcing via PeopleSoft

Results:
VisionIT achieved much efficiency for the School system resulting in an improved performance across all administrative areas.

In the first year prior to upgrading, VisionIT performed detailed analyses of the PeopleSoft Environment. VisionIT then optimized the PeopleSoft Environment and achieved the following:

- √ Reduced processing times by an average of 300% (some were reduced by more than 1400%)
- √ Increased response times on average by a factor of 2 (200% improvement)
- √ Reclaimed almost 60% of Disk Space
- √ Eliminated multiple query errors
- √ Eliminated timeouts related to design and configuration issues
- √ Eliminated all audit items
- √ Re-architected the backup design to increase backup times by a factor of 400%
- √ Reduced Payroll Processing times from 24 hours to 5 hours (almost 500%)
- √ With the new common PeopleTools across both finance and HCM Modules, VisionIT has significantly reduced operator errors and standardized intra-module communications.

- √ On average, VisionIT handled close to 50 PeopleSoft requests per month, nearly 35% of them classified as Priority 1 status. VisionIT's average acknowledgement time (time it takes to assign a case number and communicate with the user) was less than 25 minutes and the average open-request time were less than 4 days.
- √ Implementation of Integration Broker resulted in the removal of a hold on school system funding which freed up more than \$4 million from the State on a bi-weekly basis and tremendously helped with better cash-flow. VisionIT assisted in renegotiating the Maintenance and Support Agreement and assisted in transitioning to a new Maintenance and Support Vendor. This renegotiation and transition now saves \$1.2 Million a year.
- √ VisionIT has undertaken functional analyses across finance and HCM modules that have resulted in better business processes and has eliminated more than 20 customizations
- √ VisionIT instituted automated scripting, monitoring and disk and CPU utilization as well as disk space monitoring that proactively reduced the number of support calls, disk failures and brown-outs in the old environment.
- √ VisionIT's implementation and customization success rate has been 100%

***The VisionIT
Difference.***

A position of leadership and innovation is maintained through constantly monitoring operations, ensuring quality service and continuous improvement. We strive to remain unique in today's marketplace, while delivering world-class service to our customers.