

# GIVE YOUR PEOPLESOFT WINGS

TRY US  
1 MONTH  
FOR FREE\*

## APPLICATION MANAGED SERVICES

At People Tech, we understand that applications are the prime movers of organizational success. Our extensive experience in PeopleSoft, and specifically, our Application Managed Services practice makes your applications literally take off when it comes to their performance and up-time.



### BETTER PROJECT CONTROL

- SLA driven Application Management
- Knowledge Management database
- Flexible project Governance
- Project Control validated with Reporting results



### QUALITY MANAGEMENT

- Processes based on CMMi, and Six Sigma Focus
- ISO 27001:2005 Certified Facilities
- Seamless execution of process and project
- Assured Client Data Security



### CONTINUOUS SUPPORT

- Global Delivery Model
- Cost effective support plans
- Dedicated Support
- Productivity improvement for Application management



### GREATER FLEXIBILITY

- Resource Rotation between Development projects and support
- Distribution of work between support and enhancements
- Flex! team on demand at 0-cost
- Flexible Engagement Models



### KEY FEATURES

- ROI Guaranteed
- 24x7 PeopleSoft Support
- Defined SLA's
- Flexible Engagement
- PeopleSoft (8.x - 9.x)
- HR, FSDM, CRM, SCM, EPM, Portal and Campus Solutions

- Partner with a team of experts for proactive solutions that support your entire PeopleSoft landscape
- People Tech provides Support & Maintenance, to help you get more from your PeopleSoft investments

# SUPPORT TRANSITION FRAMEWORK

People Tech has a robust transition framework that allows for maximum knowledge transfer and minimum down time for your applications during the transition phase. Furthermore, our time-tested Application Managed Services methodology opens up scope for process improvements that further enhance your application as well as support performance.

While with the Global Delivery Model, we assure our clients of an immediate 40% cost savings, with the addition of our Flex! offering, this figure goes even higher, especially in landscapes where there are inconsistent support request volumes.



## STEP 1

### PREP AND DEPLOYMENT GUIDELINE

- Validate Engagement Plan
- Develop SOW
- Application Transition Plan



## STEP 3

### STEADY STATE

- Continuous Application Support
- Resource Consolidation
- Provide call based Support
- Weekly - Metrics Reports
- Steady State MIS Reports
- Tested Code / application
- Project Status Reports



## STEP 2

### TRANSITION

- Knowledge Acquisition Support
- Parallel Perform
- Steady State Transition
- System Maintenance Document
- Execution Process Document



## STEP 4

### TAKE-OFF

- Productivity Improvement
- Process consolidation
- Infrastructure Consolidation
- Productivity Improvement
- Process Consolidation
- Infrastructure Consolidation



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