

Try us for
1 Month
FREE*

PeopleSoft - Support and Maintenance

Partner with a team of experts for proactive solution that supports business users and the entire life-cycle of your PeopleSoft environment from planning, optimizing and extending your landscape, with stringent SLAs and the promise of utmost quality .

Our expertise with PeopleSoft and experience with helping you get more from your PeopleSoft instance is the foundation of our Support and Maintenance offering.

This is further enhanced by our Flex! offering that helps you remain lean on the deployed resources, with a secondary Flex! team maintained at zero cost, that adds to business continuity as well as offers experienced resources at a significantly lower cost.

PeopleSoft Application Maintenance & Support

What We Do?	Delivery Model	Methodology & Tools
<ul style="list-style-type: none"> ▶ People Tech provides 24x7 PeopleSoft Applications Support with defined SLAs ▶ We follow flexible, cost effective and Subscription-based Model with low predictable monthly or annual costs ▶ Applications: All PeopleSoft products (7.x, 8.x, 9.x) – HR, FSDM, CRM, SCM, EPM, Campus Solutions, Portal 	<ul style="list-style-type: none"> ▶ On-site Offshore Model: On-site project management, with remote (offshore) technical work ▶ Offshore Model: Offshore resources may be managed by the client if needed ▶ We offer 24X7 Response time for all our service Models 	<ul style="list-style-type: none"> ▶ Agile Development Methodology for enhancements and fixes ▶ Release Management to ensure minimal disruption of production during releases ▶ JIRA, Support Ticket Management System etc.

Solution And Capabilities

- ▶ Our 24X7 PeopleSoft Help Desk support includes:
 - Customizations, extensions, and production break / fix, help desk support
 - Security Administration
 - Reports/Queries
 - Integration issues
 - Workstations/Thin Client Management
 - Year End - Activities
- ▶ Third Party Systems Integration
- ▶ Updates & Fixes – Applying packs and updates
- ▶ Infrastructure Management
 - Remote database administration, table space usage, database IO, SQL context area, tuning
 - Remote patch analysis and application including bundles, patch sets, database upgrade, maintaining patch roadmap, refresh TEST instance from the current PROD instance, maintain web server, app server, reports server
 - System Administration - User creation, granting privileges, defining and assigning roles and responsibilities, defining and managing printers, manage multiple instances, change control
 - Performance Management
 - Availability of PeopleSoft instances
 - UNIX Administration & NT Updates



Reduce Support Cost	Better Project Control	Increase Flexibility	Quality Management
<ul style="list-style-type: none"> ▶ Global Delivery Model ▶ Cost effective pricing ▶ Committed Support cost reduction ▶ Productivity improvement for Application management 	<ul style="list-style-type: none"> ▶ SLA driven Application Management ▶ Knowledge Management database ▶ Flexible project Governance ▶ Project Control validated with Reporting results 	<ul style="list-style-type: none"> ▶ Resource Rotation between Development projects and support ▶ Distribution of work between support and enhancements 	<ul style="list-style-type: none"> ▶ Processes based on SEI CMM, and Six Sigma Focus ▶ ISO 27001:2005 certified facilities ▶ Seamless execution of process and project ▶ Assured Client Data Security

Application Support Transition Framework

Prep and Deployment Guideline	Transition	Steady State	Continuous Improvement
<ul style="list-style-type: none"> ▶ Validate Proposal Engagement Plan ▶ SOW ▶ Application Transition Plan 	<ul style="list-style-type: none"> ▶ Knowledge Acquisition Support ▶ Parallel Perform ▶ Steady State Transition ▶ System Maintenance Document ▶ Execution Process Document 	<ul style="list-style-type: none"> ▶ Continuous Application Support ▶ Resource Consolidation ▶ Provide call based Support ▶ Weekly - Metrics Reports ▶ Steady State MIS Status Reports ▶ Tested Code / Application ▶ Project Status Reports 	<ul style="list-style-type: none"> ▶ Productivity Improvement ▶ Process Consolidation ▶ Infrastructure Consolidation

Application Maintenance and Support – Best Practices

Due Diligence	Transition Management	SLA Management	Productivity Improvement	Project Governance
<ul style="list-style-type: none"> ▶ Support Scope ▶ Transition Risk and Mitigation Plan ▶ Shadow Team Composition ▶ Detail Transition Plan ▶ People Tech will provide one - two weeks of Due Diligence exercise before the start of Support Transition at minimal cost 	<ul style="list-style-type: none"> ▶ Schedule Adherence ▶ Manage Transition Risk ▶ Assign a dedicated Transition Manager ▶ Milestone based Transitioning – Check lists 	<ul style="list-style-type: none"> ▶ Project control ▶ Performance Measurement of the Support team ▶ End user satisfaction ▶ SLA Definitions and Baselining 	<ul style="list-style-type: none"> ▶ Effective Resource Utilization 3 Levels of Productivity Improvements <ul style="list-style-type: none"> - Skill Development (SD) - Process efficiency (PE) - Call handling process, - Demand Management (Load balancing, Proactive Fix, Self Service) 	<ul style="list-style-type: none"> ▶ Management Commitment ▶ Performance Measurement ▶ Multi-level Governance Structure ▶ SLAs for project monitoring & reporting



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