



PeopleSoft – Delivering Applications Solutions

Seize business advantages as you meet your competitive, operational, and technology challenges.

Dell Services helps customers maximize value and reduce total cost of ownership by enhancing the usability of PeopleSoft solutions to create new strategic opportunities that increase operational efficiencies, enhance customer service, drive revenue, and cultivate business growth. Our services are based on proven methodologies and industry best practices, plus the real-world experience of delivering PeopleSoft applications solutions around the globe.

Experience

Perot Systems, now part of Dell Services, has been providing PeopleSoft Enterprise applications services since 1998. Whether it's a comprehensive solution or a single service you need for your business applications, we deliver functional and technical support, application maintenance (including customization and enhancements), integration services, data hosting, lab-on-hire, and help desk support.

As an Oracle Platinum Partner, the highest partner relationship level that Oracle recognizes, we have built a global team of PeopleSoft solution professionals who have guided successful implementations across multiple industries. We help our customers maximize the benefits and value of PeopleSoft solutions, from high-level strategy consulting to productivity-enhancing applications services, supporting infrastructure services and cost-effective business process solutions. With the Oracle "Apps Unlimited" program, PeopleSoft customers are looking for new ways to either modify their existing systems or upgrade to the latest version. With our end-of-life application support, Dell Services can help you move to your preferred future path with upgrades that leverage the power of new versions and releases while retaining the functionality of existing ones.

Approach

Dell Services follows a proven delivery methodology from start-to-finish. First, we strategize with you to plan and architect a solution that meets business and budget requirements. Next, we create or integrate the solution — regardless of who designed it. Then, through our global delivery model, we execute the plan and provide ongoing management services against SLAs to help ensure the results you expect. We:

- Collaborate directly with customers to deliver results quickly and at a lower cost than typical large consulting firms.
- Contribute the most current knowledge and skills.
- Leverage our scalable, onshore and offshore resources to cost-efficiently deliver applications development and management services.

The Dell Services team of business-savvy team members has successfully completed hundreds of complex projects across multiple industries. Our proven approach to Oracle solutions minimizes risk while maximizing the potential for success.

We recently implemented an enterprise-wide PeopleSoft system upgrade for our own company to consolidate HR and team member data. Dell Services not only standardized and enhanced the management of our core records, we also gained valuable experience to use on our customer projects.

Challenge

The version of PeopleSoft used by Dell Services at the time of the upgrade project was dependent on many previously developed customizations that were causing high maintenance costs and long-term inefficiencies. During the project, a significant portion of the 60+ Dell Services project team members and the 100+ UAT participants were located in India and Europe, as well as various time zones in the U.S. This created challenges with communications and coordination of work.

Solution

PeopleSoft is now an important part of the Dell Services enterprise strategy and the upgrade project was managed and sourced by the internal IT department. Our solution included:

- Identifying and empowering internal customer points of contact;
- Emphasizing strong communications to help build user support and sponsorship;
- Overlapping and fast-tracking project-plan tasks to remain on target;
- Resolving go-live issues quickly.

Results

Since the project incorporated resources from across global Dell Services delivery locations, many within the IT team improved their PeopleSoft skill set, and apps developers in India gained deep experience levels from their involvement.

- The first month-end close was quicker and smoother than in previous upgrades.
- High-risk Payroll and Time & Labor processes ran correctly after go-live and success was due in large part to significant preliminary tuning and testing efforts.
- Functionality allowed removal of more than 34 percent of previously applied customization fixes.
- New functionality streamlined business processes and helped build a strong case to implement future modules.

For more information about any of our service offerings, please contact your Dell representative or visit dell.com/services.

Focused on Business Solutions

Following proven methodologies and best practices, Dell has broad-based ERP experience to focus on a core set of PeopleSoft / Oracle-related business solutions.

- Business Strategy
- Business Architecture
- Business Intelligence Programs
- Enterprise Application Solutions
- IT Resource Alignment
- Application Testing
- Product and Information Flow
- Customer Relationship Management
- Value Proposition and Roadmap
- PeopleSoft Enterprise can also be integrated with other Oracle applications.

About Dell Services

Drawing on deep industry experience and a portfolio of interrelated consulting, business process, application, infrastructure and support services, we blend strategic design, proven technology, and timely delivery to create solutions that maximize returns on IT investments.