

PeopleSoft Application Transition and Support

Highlights

- Support for cumbersome, highly customized PeopleSoft with production issues, error-prone UI and workflow transactions, incomplete documentation and ineffective transaction mechanics needed Application Support.
- UST Global's phased transition methodology identified then solved underlying causes of problem areas.
- Client now has a stable, effective system with tailored processes that requires less manual input from it HR team.

Customer Profile

Our client is a world leader in a highly specialized industry supplying products to major vehicle manufacturers in the global automotive, commercial vehicle, and off-highway markets.

Business Issues

- Our client needed Application Support for its highly customized PeopleSoft system, which was cumbersome while performing upgrades and tax updates, and was experiencing day-to-day production issues.
- UI and workflow transactions were error-prone and not user friendly; client's HR/IT community lacked PeopleSoft knowledge; system documentation was incomplete; and the client needed effective mechanics for transactions during Open Enrollment, Year End, Divesture, and the hiring process.

UST Approach

- UST Global's well-defined transition methodology and SDLC processes to steady state support were used for processes and incident/problem management.
- During the knowledge acquisition phase, training materials were prepared for desktop procedures on HR /IT functions and documentation was developed for customizations leading to identification/elimination of obsolete and redundant processes.
- Developed an action plan, to be completed during steady state, to implement style sheets and improve the UI. Customer portal integration with PeopleSoft using agile concepts will be taken up as necessary.
- Eased efforts of HR users for updates and corrections by defining templates for mass upload of data.

Benefits/Results

- The de-customized PeopleSoft environment is more stable.
- Our client had a successful go-live of Open Enrollment for 2010.
- The system requires much less manual effort from the HR team.
- Our client was provided with tailored UST processes for SDLC, Transition, and Problem/Incident management.
- Customer portal has been modeled after UST Client University.