

PEOPLESOFT SERVICE OFFERING



Staying competitive in today's market requires innovation. Innovation requires real-time information. Enterprise systems such as PeopleSoft are a valuable asset in your organization for the acquisition of information. Keeping PeopleSoft systems current and well fused to the ecosystem can help your company realize this goal. System upgrades, integrations, customizations and conversions can be a complex and timely undertaking, and often they are disruptive to both IT and the business. Having Prodapt as a trusted partner can help reduce the complexity, inject efficiencies and reduce costs while minimizing any impact to the business.

PEOPLESOFT OFFERINGS

Prodapt is offering a suite of upgrade, integration and conversions services surrounding the Human Capital Management, Financial Management and Customer Relationship Management modules for the telecommunication industry. Surrounding all of Prodapt's offerings is an extensively proven program and project management practice. Our services include:

1 Program and Project Management

- ➔ Prodapt has a strong history of managing mission-critical applications in the BSS/OSS space and has demonstrated success in reducing day-to-day support costs and in surpassing service level agreements.
- ➔ Technical expertise is critical but planning, risk and change management are truly the keys to every successful project, large or small. Prodapt is both CMMi – Level 5 and SSAE16 certified and our proven methodologies can guide your PeopleSoft project to success. Our seasoned leadership will define and manage costs, determine and mediate risks, and drive project execution with well tested tool sets.
- ➔ Managing PeopleSoft applications poses a unique challenge that requires a constant interaction between the end users, business analysts and technical staff members. Aligning strategic objectives with a constant stream of updates from PeopleSoft is a significant challenge. Prodapt has seasoned PeopleSoft professionals that can overcome project hurdles, avoid scope creep, contain costs and provide on-time delivery of the solution.

2 Upgrades

PeopleSoft defines an upgrade as the migration of any object from one PeopleSoft database to another. Prodapt offers support for version upgrades including migrations across multiple versions, patch management and periodic updates such as payroll tax releases. Prodapt will provide:

- ➔ Impact analysis
- ➔ Remediation of customizations
- ➔ Custom modules
- ➔ Infrastructure and program tuning
- ➔ Iterative testing
- ➔ Implementation management

As mentioned above, there is a constant stream of updates made available for PeopleSoft applications. Today's thin technical staff rushing to manually install one-off patches can easily lead to incomplete system changes, system down time and lost productivity. For example, applying the online side of the PeopleSoft patch may provide immediate relief to a known issue but if the batch portion of the update was not installed dependent functionality could be broken.

Major upgrades can be complex but the benefits can be huge. In PeopleSoft 9.2 Oracle introduced a number of innovations:

- ➔ A new Upgrade Manager allows you to move effectively and efficiently control all changes on your schedule.
- ➔ More effective workflow with configurable Activity Guides and Train Stops.
- ➔ WorkCenters and Dashboards that provide a one stop platform for key roles with a business process to conduct transactions, take action on alerts, review reports and analytics.
- ➔ Actionable Operational Analytics through the use of pivot grids.

The Prodapt team has the experience to guide and perform your next upgrade.

3 Integrations

Integrating PeopleSoft with your COTS OSS/ BSS applications can be a significant value to the organization. A seamless interface between your applications can significantly increase productivity. PeopleSoft delivers two tools that are ideal for these integrations.

Component Interface

Through a PeopleSoft Component Interface you can expose a PeopleSoft component for synchronous access from another application or external system. The component interface executes the business logic inherent to that component allowing for a greater level of validation and data integrity than would be present in a customize procedure or script.

For example, interfacing your COTS Order Management System with PeopleSoft General Ledger or Accounts Receivable System can significantly reduce swivel chair operations and free up staff to tackle critical needs.

Integration Broker

Through PeopleSoft's Integration Broker you can perform asynchronous and synchronous messaging with third party applications by exposing PeopleSoft business logic as a web service or consuming a vendor's web service.

Real time access to external data is becoming essential for day-to-day operations and can significantly boost productivity. Integrating vendor data directly to your PeopleSoft AP system is one of many ways Prodapt can help.

Do you have an issue with validating customer/vendor address information, track shipments, ensure email addresses or credit card information is correct? All can easily be achieved with PeopleSoft's Integration Broker and web services.

4 Customizations

One of the top 10 mistakes made when implementing an ERP system is believing that the journey is complete at "go live". All too often while creating the reports the Business needs is left to last minute or omitted entirely in a PeopleSoft implementation. Prodapt has the experience you need to design and build custom reports, invoice and integration points.

PeopleSoft does deliver APIs designed to meet most business integration needs, however, Prodapt can provide analysis, design and development assistance to create stored procedures, scripts and web services for any unique requirement.

5 Conversions

Acquisitions and the retirement of legacy systems represent significant staffing challenges in today's IT organizations. Prodapt employs an ETL or an Extract, Transform and Load model for conversions.

The Prodapt team will work closely with the appropriate SMEs to:



- ➔ Analyze and compare the source data structure to target structures
- ➔ Identify gaps
- ➔ Assist in data clean-up efforts
- ➔ Determine conversion strategies
- ➔ Perform iterative build, run, test and compare/validation scenarios
- ➔ Implementation planning
- ➔ Post implementation support

Migrating the data of an acquired company to your systems is a huge undertaking. It is not unusual that the acquired company may have multiple HR or AP systems, for example, from their acquisitions further complicating the overall effort.

TOOLS

Our teams have developed an extensive library of tools that thoroughly complement the delivered PeopleSoft toolset.

Prodapt's AcceloPRO 2.0 has been recognized for delivering outstanding value in data migration projects and won the 2013 Network Products Guide Award. AcceloPRO was designed with conversions in mind and allow the technical team to more thoroughly analysis source and target database, report on fallout and reduce delivery time.

WHY PRODAPT FOR YOUR NEXT PEOPLESOFT PROJECT?

- ➔ Prodapt brings to you over 15+ years' experience of delivering support and development projects for PeopleSoft CRM, HRMS, Financials and Supply Chain applications for organizations large and small.
- ➔ We have the in-depth knowledge and experience of working with the telecommunications industry to take your business objective and deliver on any OSS/BSS related needs including PeopleSoft.
- ➔ Strategic alliances with leading product vendors, including PeopleSoft(Oracle) and OnContact.
- ➔ Prodapt can design and implement customized changes to meet your business need using standard PeopleSoft development tools.
- ➔ We cater to unique integration needs by developing completely customized processes for your integration using PSQuery, SQR, or the Application Engine.
- ➔ Through our SLA-driven, 24x7 business model we are able to bring about reduction of ongoing daily maintenance efforts and reduction in costs. Prodapt can meet your custom reporting needs through the use of SQR, Crystal Reports, PS Query, and other tools.

ABOUT PRODAPT

Prodapt is a leading provider of IT and engineering services with a major focus on the communications industry. Prodapt works with communications service providers (CSPs), ISVs, and NEM customers to help maximize value and reduce cost from IT and network engineering investments. Synapt, the IoT division of Prodapt, has established its dominance in the IoT market with cutting-edge solutions, services, and products.

Headquartered in Chennai, India, Prodapt has additional locations in India, US, Europe and South Africa. Prodapt is part of the 120-year-old Indian business conglomerate, the Jhaver Group. The Group employs over 16,500 people across 64 countries.

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