

PeopleSoft Managed Services for Higher Education

Manage and support PeopleSoft Enterprise Suite at multiple campuses with a shared resources model that reduces overall costs and ensures continued support



We take a business outcome approach to Application Management & Support (AMS)



Service ticket reduction and cost savings through automation



IT processes transformation to save on operating costs



IT SLAs aligned to business process outcomes



“Keep the lights on” by providing high quality, differentiated services



Enhanced visibility in service delivery with transparent engagement models



Transition existing AMS services or build new AMS capability

PeopleSoft Application Management & Support Services benefits to clients

ThoughtFocus brings focused PeopleSoft skills and Higher Education industry knowledge. We offer a shared resources model specifically designed for the Higher Education market that addresses the need for high quality PeopleSoft skills to manage legacy systems while still achieving operating cost savings. We pool resources to provide PeopleSoft support for applications across multiple campuses and support the unique feature sets for individual campuses. Campus IT determines the right level of control with complete transparency to operations. We typically achieve a 15%-25% cost reduction in support costs without compromising quality.

Maintenance

- PeopleSoft application support
- Application development
- Database administration (Oracle)
- Release management
- Regulatory support

Production Support

- User support
- Hot fixes
- Application monitoring
- 24x7 incident management
- Problem management
- Configuration management



Examples of Our Work

Managed Services for HCM



Overview

Our client, a large MNC with operations in power and technology, required standard operating procedures (SOPs) for multiple Human Capital Management (HCM) areas. The client was facing major payroll issues and country specific statutory calculations issues. There was a need for organizational management, personnel management, time management and payroll optimization support. In addition, there were issues in periodic performance reporting and alignment with business goals. Last, the organization required help in generating MIS and statutory reports.

Solution Highlights

- Streamlined payroll with global payroll roll-out for 31 countries
- Host-to-host bank encryption report was configured
- Integration between local employee data from 43 countries with centralized system
- Payroll schemes and personal calculation rules were configured as per the country statutory needs
- Overtime calculation were integrated with payroll

Benefits

- Lowered cost of ownership to the client by 10%
- Optimized turn around time in issue resolution
- Optimized team size by utilizing shared pool resources to support multiple country versions

Managed Services for Cal State University System



Overview

The California State University System established its data warehouse collaboration (Colo) project to leverage the shared infrastructure of the CSU system and take advantage of related core services expertise to reduce the total cost of ownership. CSU Fullerton hosts instances for the campuses. ThoughtFocus' shared services team for BI and Analytics provides development, operations and support for the data warehouse across campuses.

Solution Highlights

- CSU campuses participating in the collaborative include:
 - CSU Fullerton
 - CSU Dominguez Hills
 - Cal State Los Angeles

- CSU San Bernardino
- San Jose State University
- San Francisco State University
- The maintenance, upgrade and vendor contract management of the core infrastructure is shared by all participating entities.
- Each enterprise (campus) is responsible for customization, software licenses, and providing support to their users. All work is performed by ThoughtFocus.

Benefits

- Reduced operating costs with shared infrastructure and avoided licensing expense
- Reduced licensing cost across campuses
- Improved efficiencies with SLA model
- Support skills available to support multiple campuses

About ThoughtFocus

ThoughtFocus is a privately held technology and services company serving middle-market to large clients in Higher Education, Manufacturing, Financial Services, Aerospace and Professional Services. Clients look to ThoughtFocus for innovative solutions in product engineering, knowledge process outsourcing and digital transformation. The company has over 1,900 employees globally and is one of the fastest growing technology services companies. ThoughtFocus is a technology partner and portfolio investment company of Blackstone, a leading private equity firm.

ThoughtFocus has its US offices in New York City, Milwaukee, Atlanta, Dallas and Irvine with delivery centers in India and the Philippines.