



# Inforica PeopleSoft Support Practice

**Do you think your PeopleSoft support issues and high costs are unique to your organization?**

**Is there a better way to manage your cost, risk, and ROI on your PeopleSoft investment?**

If you feel that your PeopleSoft Support costs and risks are an ongoing concern, you are in excellent company. Over the last year, we have conducted extensive research among the PeopleSoft installed client base, with the goal of determining the pains common to in-house support. Even though we expected an overlap in issues we were surprised by their commonality and consistency across diverse organizations.

These results allow us to confidently predict that our findings will fully resonate with your firm's own experience with PeopleSoft support. You can test this by seeing how well you relate to the following PeopleSoft pains:

- Frequent, Complex And Painful Upgrades Required
- Bundles, Fixes And Patches That Are Difficult To Keep Up With
- Risk From Lack Of Internal Skills/Resources And 'Key Person' Dependency
- Inability Of Staff To Keep Up With The Pace Of Change
- Wide Range Of Skills Required – Increases Staff Size Exponentially
- Challenge To Attract And Retain Skilled Staff
- Complexity, Cost, And Risk Of Buying External PeopleSoft Resources
- Speed Of Response To Business Needs In An Increasingly Complex PeopleSoft Technical Environment
- Expensive, "Text-Bookish" Training

**As the leading PeopleSoft-focused consulting firm in Canada, Inforica has responded to this market need by developing a PeopleSoft Support offering that addresses all of the common client pains in an effective and cost-efficient model.**

## Selected Client List

CIBC

Toyota

Canadian Tire

Sears

Inco

Centrica

GeoLogistics

York University

St. Clair College

Bank of Canada

TV Ontario

City of Kingston

GB Richard Ellis

## THE BASIS FOR INFORICA'S PEOPLESOFT SUPPORT SERVICES

The PeopleSoft technical environment is complex, challenging, and always changing. The skills required to support this environment are extensive and it is a constant challenge to have a large enough pool of internal resources to cover the full spectrum of required competencies. The tendency is often to staff for 'peaks' leading to high IT and human resource costs.

Even firms with large in-house departments face a resource crunch when they are looking to deploy more modules or upgrade their systems. The cost and scarcity of these specialized skills is aggravated even further by their increased mobility. The overheads associated with identifying, hiring, inspiring and retaining such skills are high both in terms of time and money. Addressing these issues requires a substantial investment of capital and human resources, and the risk of failure is still substantial. We believe that using a combination of internal and external resources to optimize your IT and human resource spending can substantially reduce these risks.

## WHAT CAN INFORICA DO FOR YOU?

Inforica brings to the table a stellar track record with blue chip clients and deep expertise in PeopleSoft. Our PeopleSoft Support Model was developed to address the key issues faced by PeopleSoft clients. For instance, our Support model provides an efficient solution for the application of PeopleSoft Patch and Fix 'Bundles' that are a frequent headache for any in-house IT department. Since we already perform this function for a number of our clients, we have a deep expertise in this key support area that saves our clients the expensive drudgery of this process (*see below for details*).

The Inforica PeopleSoft Support Solution covers the full spectrum from Managed Application Support Services to Staff Augmentation. An outline of our offerings is represented in the adjacent table. From a PeopleSoft modules perspective, our functional and technical services cover:

- Financial Management
- Human Capital Management
- Customer Relationship Management
- Supply Chain Management
- Campus Solutions
- Enterprise Tools and Technology

At the heart of all our service offerings is the belief that our function in any engagement is to understand and meet the needs of our clients. Our approach is very flexible and client-centric and we are pleased to tailor our service offering to your specific current and future needs.

## INFORICA 'PATCHES AND FIXES' OFFERING

Staying current with PeopleSoft patches and fixes is one of the biggest challenges faced by IT departments. The common trade-off is to slow down user-driven needs in order to keep the technical environment reasonably current. We can help make this trade-off unnecessary.

Inforica offers a unique service to manage all patches and fixes required on your PeopleSoft applications. The offering covers all PeopleSoft modules. Some of the key functions embedded in this service are:

- Upgrade And Maintain Your Configuration Database To PeopleSoft Standards
- Maintain Database Of All PeopleSoft Bundle Releases
- Analyze Bundles In Depth
- Map Areas Impacted By Bundle To Your Environment

- Perform Focused Impact Analysis
- Use Inforica's Unique Methodology To Isolate Business Function Impacted And Help Minimize Business User Testing Time
- Apply Patches In Development And Help Promote To Production
- Update Documentation

### BENEFITS

- Stay Current
- Simplify Environment And Eventual Upgrade Cycle
- Reduce Risk
- Focus Resources On Value-Added Functions
- Save Costs

## CHOOSING INFORICA

PeopleSoft services are our core competence. As the #1 PeopleSoft focused firm in Canada, we have a strong understanding and appreciation of client challenges and issues. Our experience with some of the biggest names in Canada has shown us that while maintaining your PeopleSoft applications is a critical business process, it dramatically reduces the time that executives can spend focusing on the strategic side of business.

Management always has a conundrum – they want the flexibility to focus on tasks other than technology management but still need these critical processes to be performed well and be highly available when you need them. This is exactly what Inforica provides. With over 7 years of experience behind us, key strengths that we bring to bear in our engagements are:

- Proven Implementation/Upgrade And Support Methodology
- Focus And Expertise Of A Boutique PeopleSoft Practice
- Tremendous Track Record Of Successful Delivery
- Best Practice Framework Through Experience At Multiple Client Sites
- Abreast With Latest PeopleSoft Technology And Issues
- Bench Strength To Meet Your Resource Crunches
- Flexible And Highly Responsive Service

Using Inforica's highly skilled and experienced resources you can deploy and maintain your PeopleSoft systems while avoiding additional IT hiring and training expenses. Downtime is minimized and customer service is enhanced as your internal resources renew their focus on strategic business activities and maintaining customer loyalty. You receive a range of services from Inforica while having a single point of accountability. One team that is responsible for meeting all your PeopleSoft application and service needs.



## INFORICA SOLUTION OPTIONS

### MANAGED APPLICATION SUPPORT SERVICES

- Application Availability Management
- Security Management
- Application Capacity Management
- Service Level Management
- Process Management
- Application Support
- Service Continuity Management

### STAFF/PROJECT AUGMENTATION

- Required For New Modules, Upgrades, Resource Crunch, Special Projects
- Service Level Management
- Turnkey Projects or Part of Team
- Plug in Support Teams

### OTHER SERVICES

- Training
- Business Process and ROI Evaluation
- Risk Management & Assessment

*“Without Inforica’s expertise in PeopleSoft Financials we could never have implemented our upgrades within our time and budget constraints. We were very impressed with their organized way of developing requirements definition, design and testing for users and their overall project implementation methodology.”*

*Chris Kirby  
Assistant Comptroller,  
Inco Ltd.*

*“We would like to thank Inforica for the dedicated effort they have put into the implementation of our PeopleSoft system and their excellent ongoing support. The Inforica team has met and surpassed our every performance expectation based on their technical and functional expertise and their professionalism. We look forward to working with Inforica in the future.”*

*Patti France  
CIO  
St. Clair College*

*“Inforica's team is friendly, customer-service oriented and efficient – and they have excellent knowledge of the PeopleSoft product.”*

*Shelley Kapitan  
Director of IT  
TVOntario*

## INFORICA CORPORATE PROFILE

Inforica provides expert consulting, systems integration, and support services across the full suite of PeopleSoft ERP applications. We are the leading PeopleSoft-focused consulting firm in Canada.

We differentiate ourselves by being client business-centric and believe that highly satisfied and loyal clients are the only path to long-term success. Our commitment to delivery and excellence makes us the ideal choice for companies looking for the right balance between broad-ranging personalized PeopleSoft service provided at a viable cost.



2680 Skymark Avenue  
Suite 610  
Mississauga, Ontario  
L4W 5L6 Canada

Tel 905 602 0686  
Email [info@inforica.com](mailto:info@inforica.com)  
Fax 905 602 0668  
Web [www.inforica.com](http://www.inforica.com)

