



PeopleSoft Inc. – A Software Industry Case Study

Business Challenge

Internally, PeopleSoft Inc. was planning an upgrade of existing PeopleSoft HCM, FIN, SCM systems to PS8.x. The upgrade included the Projects to Billing system which was highly customized to meet revenue and billing requirements in software and services sectors. A key objective for the project was to introduce best practice business processes within the Order-to-Cash cycle. Another important goal of the project was to remove customizations made to the v7.5 system by utilizing delivered 8.0 functionality.

Requirements for a new ERP System:

- ▶ Reduce DSO;
- ▶ Automate and improve processing in Order to Cash business process;
- ▶ Provide Project Managers with visibility into resource utilization and project profitability;
- ▶ Increase Integration across HCM, FIN, CRM.

The Solution

The client chose PeopleSoft for their own internal enterprise application solution. The ESA product suite provided a solution for contract entry, revenue generation, and billing processing for license, maintenance, consulting, and education services lines of business.

As the project started, PeopleSoft looked to Cardinal Point Solutions for experts in the Order-to-Cash business processes as well as the Contracts application. Cardinal Point led the Order-to-Cash team through a full life cycle implementation making significant contributions by leading design sessions, configuring applications, redesigning business processes, and making necessary customizations. We were also instrumental remaining onboard in a production support role for the global contracts and billing teams.

The Result

Successful implementation of 24 applications in 27 countries totaling 8500 users in a 14 month implementation across 1 global database.

Business Benefits

- ▶ Quarter end financial books now close 1 week faster
- ▶ DSO lowest among ERP vendors
- ▶ Total cost of ownership (TCO) reduction through retirement of 2 major legacy systems
- ▶ Procurement cost reduction through Procure-to-Pay workflow approvals
- ▶ Contract compliance and risk reduction
- ▶ Single, global financial accounting system of record
- ▶ Leveraged base global ERP with new live applications including Mobile T&E, Time/Projects for Internal IT spend and Collections Management
- ▶ Increased revenue opportunities through better consulting utilization and reporting
- ▶ Better project visibility and controls
- ▶ Better resource visibility and improved utilization

“The expertise Cardinal Point had previously attained was invaluable to our needs.”

*– Manager,
PeopleSoft, Inc.*