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# IMPLEMENTING AND ENHANCING BUSINESS PROCESSES USING PEOPLESOFT APPLICATIONS

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Client selected PeopleSoft as the standard for financial management and human resources. In the first phase, out of the box versions of these systems were implemented. The main challenge was to replace the existing legacy applications enabling a centralized view of the entire organization. Client's objective was to see a satisfied user community who would regain confidence in the system

## THE BUSINESS CHALLENGE

In 2005, the client recognized the need enhance the processes, change functionalities and make the system purely user-friendly. However, the client lacked the resources and skills to do the job quickly. In addition, integrating with the client's existing infrastructure would have complicated the implementation for IT, and taken staff away from critical business functions.



The client is a Global Consulting and Services Company having more than 3500 people and with business units located across Europe, North America and Asia Pacific.

**The objective of this Project was to make the process seamless so that far less time was spent in figuring out how the system works, instead the focus was shifted to enhance the primary job function**

## HOW CITAGUS HELPED

Citagus was selected by the client to implement and enhance PeopleSoft Financials and HCM applications because of its ability to provide a cost-effective, full service solution for the company's complex business environment. Citagus developed a scalable and long term solution strategy and provided the technical and IT resources and the expertise to meet the client's needs.



## RECRUIT TO JOIN

Recruit-to-Join project was one of the key business initiatives for the client in the first quarter of 2005. It involved changing the process to enhance the HR functionalities and make the system user-friendly.

Before RTJ was implemented, the system was not intuitive; because of which recruitment team did not use a big chunk of functionalities delivered by PeopleSoft. Also, lot of the reporting was done using MS excel.

The objectives of this project were

- to make the process seamless so that less time is spent in figuring out how the system works, thereby allowing the users to focus on their primary job functions
- customize the application to meet user requirement



**Client chose to work with Citagus based on our extensive experience and expertise in PeopleSoft products and technologies**

- develop reports so that all recruitment team members use standard report format
- store all reports in a central location.

Citagus developed reports so that all recruitment team members can use standard report formats; all reports are stored in a central location. The project enabled external applicants to access their data, when ready to join, and update their details so that correct data gets transferred to their employee record.

Citagus brought to the table vast industry experience, process expertise, PeopleSoft technology knowledge and excellent analytical skills. Citagus has driven the systems implementation along with the customer project managers to translate the business objectives to a systems solution. The team was involved in gathering requirements, prototyping the scenarios, fit-gap analysis, designing, developing customized solutions, documenting, managing the release and user training.

## ORDER TO RECEIPT

OTR project was one of the key business initiatives of the year for the client. It involved changes to the PeopleSoft Financials system as well as streamlining the business processes. The project was driven by business goals like reducing the Days Sales Outstanding (DSO) and specific invoicing targets.

Citagus not only brought strong product and technology knowledge in PeopleSoft but also the unique industry expertise on the ESA domain.

Given that the project touched several key organizations within the company from the Sales Force to Delivery, Legal, Internal IT and Finance, it was a unique challenge to gather requirements, prototype the scenarios, analyze the fit-gap with the PeopleSoft products, design and develop customized solutions.

The implementation of this business process involved several products within the PeopleSoft Financials and PeopleSoft CRM product lines. It was an integrated solution across the following products : Travel and Expense, Project Costing, Contracts, Billing, Accounts Receivable in Finance and Opportunity and proposal management in CRM. The approach that Citagus adopted in this project was one of milestone based incremental releases as opposed to a big-bang implementation. By doing this, Citagus constantly delivered solutions to the end



users without overwhelming them on the requirement gathering and training front. Key was to identify independent stand-alone pieces of the project and design and develop them in parallel. Citagus Project Managers used Microsoft Project extensively for project planning and defining the work breakdown structure. The schedule and cost variance were tracked using MSP.

## ABOUT CITAGUS

Citagus is a new generation software services company with focus on providing end-to-end PeopleSoft solutions using proprietary methodologies, and real-world business experience in assessments, implementations, upgrades, support, and maintenance.

We at Citagus leverage extensive industry and technology domain experience and flexible tools and methodologies to successfully deliver on time and on budget while ensuring highest quality. To know more about Citagus and our services, visit us at [www.citagus.com](http://www.citagus.com)



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