



PeopleSoft HRMS Upgrade from 8.9 to 9.0 for a leading North American Auto Parts Retailer

Client Overview

The client is the number one auto parts retailer in America with its core business involving sale of auto and light truck parts, chemicals and accessories. The products are distributed through over 4,000 stores across 46 states of the United States of America, the District of Columbia and 84 stores across Mexico.

Scope

The scope of the project involved the following tasks:

- Upgrade of PeopleSoft HRMS application from 8.9 to 9.0
- Portals of existing PeopleSoft HRMS Customizations
- Provision of support during the UAT, UAT and Parallel Tests
- Provision of post-upgrade support

The Solution

The client's objective was to upgrade the PeopleSoft HRMS software from version 8.9 to 9.0. Given the complexity and urgency of engagement the client wanted the right PeopleSoft capable partner. After a thorough search the client opted for or partnering with Hexaware.

Hexaware served as the perfect project partner for this client as we had the right-sized team with matching skill sets and experience in PeopleSoft. Hexaware team's skill set and experience enabled them to build a robust and scalable solution framework. We were able to offer technical insights and were able to offer streamlined and cost-effective services.

Given the complexity and scale of the activities involved, the project was executed in multiple phases. The upgrade involved Workforce Admin, Benefits Admin and HR Support. The project was divided into six phases between the period of 28 November, 2007 and 23 May, 2008. Using the proprietary SPEED methodology Hexaware split the project in manageable phases and minimized the project risk.

The project deliverables during the project included the technical design documents, the upgraded PS HCM 9.0 and the re-customized source code.



Through all the phases of the project, offsite technical support was scaffolded with onsite support as well. The onsite team not only worked on the upgrade tasks but served as a strong medium of communication between the client and the offsite Hexaware team.

Challenges

- Data Conversion Issues
- Hardware connectivity issues
- Relocating Modules in HRMS
- PeopleSoft Query - performance-related issues
- Implementation of 2 other upgrades (8.9 to 9.0 and 9.0 to 9.1)

Benefits

- Increased HR efficiency
- Increased productivity
- Reduction of redundant systems, processes and manual procedures
- Significant reduction in total cost of ownership

Technology Environment

- PeopleSoft 8.9, PeopleSoft 9.0
- People Tools 9.40
- Standard DB access

Peoplesoft Upgrade Manual

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Peoplesoft Upgrade Manual:

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