Value added Upgrade Services

Since 2013, proven with 6 Upgrades and 75% were 9.2

CASE STUDY

The Human Resource department for a public sector organization wanted a jump start to their Upgrade, with a minimal investment to assist them put together a business case for upgrade and create a roadmap to enable process efficiency. Our Jump Start Upgrade Advanced Services allowed them to rapidly develop a roadmap coupled with a Fit-Gap within 15 days.

BENEFITS

- Accelerate Project timelines with reduced project cost and reduced Time to Test by 20% with Auto Tester
- Fixed price based services
- Assessment and Testing Tool can be reused for future use
- All Services are provided by our employees

ROI

The customer was able to reduce time to upgrade by 2 months while keeping investment on external consultants very minimal.

True ROI: *Reusable Automated Testing Scripts and Test execution tool to reduce operation cost by 7-10% each time testing is required.*

How can we quickly get started while acquiring minimal services from a consulting organization for our upgrade?

Can we limit the services we acquire to just get us started, and then we use our internal team to move ahead?

Can we reduce the cost of the services we acquire while getting the same quality as on-site resources?

This Upgrade is not that complex based on what we have heard, can we quickly confirm if that's true, and put a business case together with minimal investment?

Jump Start Upgrade Services

Over the years, many customers expressed the need for assistance in getting a rapid start to their Upgrade, while using their internal team to move ahead with the Upgrade effective testing phase of the project, without the use of external professionals. With our on-site consulting team of professionals and combination of our Upgrade Lab services, we created the **Jump Start Upgrade Service** that essentially is tailored to meet this specific need in the market place, and address all of the above.

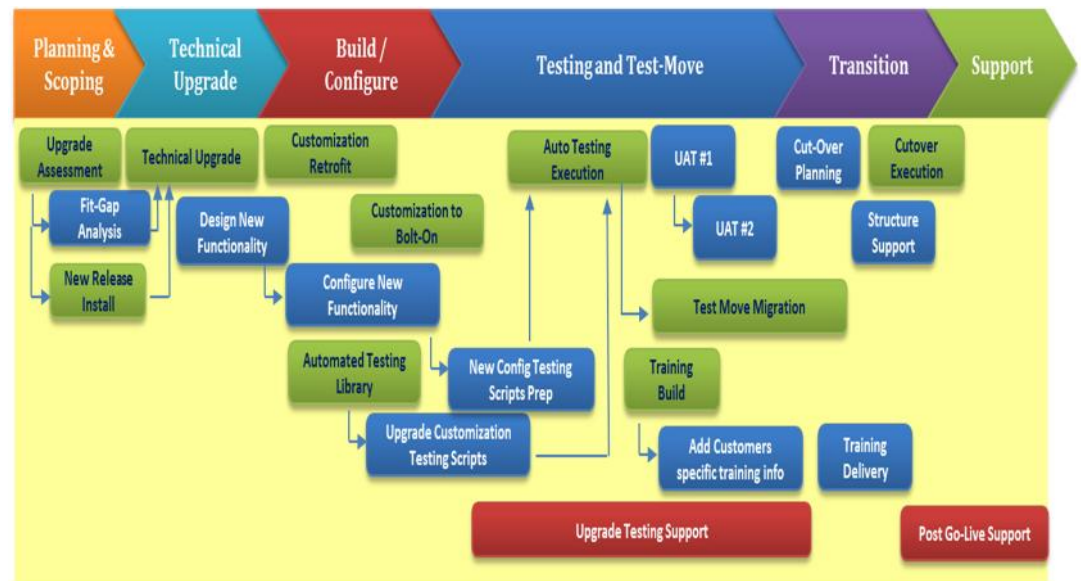| Services	Description	Duration	Savings
Jump Start - Basic	Assistance with the creation of a business plan for their PeopleSoft upgrades that produce tangible ROI results with improvements in corporate goal alignment, workforce productivity, process efficiency and executive communication. This service leverages two of our unique Accelerators and Upgrade Lab for the following: • **EAIB-LAB-UPGBenchmark** which works similar to Oracle Benchmark and Analysis to identify target area of customization reduction and ranking against peers; and • **EAIB-LAB-FitGapCreater** which conducts a comprehensive search for customizations in a database and generates the high level Fit/Gap reports.	**7 Days** **(3 Days Onsite and 4 Days Remote)**	**Reduces Upgrade Cost by 10%**
Jump Start - Advanced	Assistance with the creation of a business plan for their PeopleSoft upgrades that produce tangible ROI results with improvements in corporate goal alignment, workforce productivity, process efficiency and executive communication. In addition, this includes a detailed assessment to provide you with process improvement recommendations, functional fit/gap sessions, configuration options, and delta training. This service leverages two of our unique Accelerators and Upgrade Lab for following: • **EAIB-LAB-UPGBenchmark** • **EAIB-LAB-FitGapCreater** – Get detailed Fit/Gap reports.	**15-20* Days** **(10 Days Onsite and 5-10 Days Remote)**	**Reduces Upgrade Cost by 25%**

*Few Module requirements will require additional days and module specific packages available for customers

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Other Upgrade Offerings

Consulting Led Upgrade Services

Over the years, customers that have a large install footprint, are significantly behind in release levels, or are heavily customized, have requested comprehensive full service upgrade services led by a consulting team to ensure they are minimizing risk and achieving timely completion. With an experienced on-site consulting team of professionals and our Upgrade Lab services, we created and offer the **Consulting Led Upgrade Service** to essentially meet this specific need in the market place.

Our Consulting Team members collaborate with the Upgrade Lab Team and Support Team during a Consulting led services approach, to collaboratively deliver a comprehensive experience to customers. The value is that the Consulting Team members are completely fulltime only during specific highlighted activities, thus enabling cost efficiencies, while ensuring high quality solutions to clients, with reduced time lines.

Legend
- Upgrade Lab Services
- Consulting / Staff Augmented Services
- Upgrade Support Services

Staff Augmented Upgrade Services

Over the years, some customers that have had a very lean technical/functional team, require specific role based and/or expertise based assistance in delivery of an Upgrade project. Our on-site team of professionals are provided to customers to augment their team, and can still leverage our Upgrade lab services to their advantage.

Upgrade Support Services

Over the years, some customers that have had a very lean technical/functional team, require assistance/wish to only secure support during an Upgrade phase (i.e. testing/post go-live) and want to use their internal team for core activities. With our remote support team of professionals, we have a dedicated **Support Service** that essentially is tailored to meet this specific need in the market place.

Key Benefits

- 100% Certified Professionals
- Accelerate Project timelines, reduce project cost, and reduce Time to Test by 20% with Automated Testing
- Upgrade Services can be obtained at Fixed Price or Time & Material with Cap
- Tools used by Upgrade Lab are provided to the client for future use
- No Copying of data or databases to our remote location, thus ensuring we uphold your privacy standards and Oracle's intellectual property rights
- All Services are provided by our employees vs. sub-contractors

Contact

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