



## Development of PeopleSoft

Supporting the transition from  
an internal business unit to an  
outsourced services

We were engaged by a multi-national telecommunications company that operates in over 170 countries and is one of the world's leading communications services companies.

It is a major supplier of networked IT services to Government departments and multinational companies. The company is the UK's largest communications service provider to consumer

and business markets and is made up primarily of four customer-facing lines of business: Retail, Global Services, Openreach, and Wholesale.

## Business situation

Over recent years the company have evolved their HR function from an internal business unit to an externally run outsourced service. Succeed have consulted on development of the PeopleSoft platform throughout the transition – from HR & DS to e-peopleserve, and finally to a fully outsourced service provided by Accenture. Succeed’s expertise in change management, working with offshore resources and as a PeopleSoft design authority has been pivotal to the growing functionality requirements of the HR platform required by an evolving business.

## Solution

Succeed’s development of the PeopleSoft system platform has included:

- Implementation of PeopleSoft v7, 8.3, 8.8, 8.9 and 9.0
- Sole delivery provider plus design authority and team leadership roles, delivering enhancements and new modules

### Software and Services

PeopleSoft HR, V7, 8.3, 8.8, 8.9, 9.0

PeopleSoft CRM (Helpdesk) V8.8

PeopleSoft EPM V8.8

OBIEE



## Delivery highlights:

- A billing and KPI engine to support a shared service transactional pricing model
- Contracts automation
- An ePerformance solution
- Process mapping of all HR procedures
- The HR Helpdesk features within PeopleSoft
- An OBIEE solution for dynamic reporting

## Benefits of the Succeed solution

- Smooth transition to shared service model based upon new billing and KPI measurement platform
- Innovative deep technical and functional insights to improve automation and cut costs
- A genuine consulting partnership leading to strong relationships as a trusted delivery partner