



**Succeed is your trusted PeopleSoft partner. Our commitment is to make your people systems work to their highest potential, using best practice, driving productivity and providing business intelligence and insight tools which ultimately help you in creating a more talented, engaged and loyal workforce.**

We are a trusted industry leader for the implementation, support and hosting of your Oracle PeopleSoft investment. We know that keeping your people systems functioning optimally on a daily basis is paramount, we put that at the heart of our service with our support team that work alongside you to meet this ongoing challenge. Having a dedicated service committed to protecting your critical day-to-day processes provides the peace of mind and capacity for you to focus on the needs of your organisation.

You can be assured of a seamless support experience through our service desk, remote telephone support and proactive monitoring of your system. However we do not stop there – our personable team get to know you and your business intimately to ensure your system is setup to perform to best capability.

## **DEMONSTRATED CUSTOMER SATISFACTION AND RENEWAL RATE**

Don't just take our word for how we put our customers' satisfaction at the heart of everything we do, ask us for more information on our reference testimonials and 100% customer renewal rate. We have been awarded UK Oracle user group's PeopleSoft Gold partner of the year two years running - awards voted for solely our customers .





## PEOPLESOFT APPLICATION SUPPORT - OUR OFFERING

We support PeopleSoft Enterprise HCM from v9.0 up to v9.2, including (but not limited to) the following product lines:

- Core HR
- Global Payroll
- Absence Management
- Time and Labour
- Recruitment
- PeopleTools (all versions)
- Succeed Bolt-on Frameworks

As part of our application maintenance and end-to-end support services for the full suite of PeopleSoft applications, your dedicated support team will provide:

- Daily system checks as standard for proactive monitoring
- Full visibility of issues in progress via Team Support
- Hourly updates provided for major incidents
- Flexibility to review and increase support levels as needed
- Industry standard SLA's with monitoring
- Bolt-on 'Validation Engine' offering to capture data inconsistencies
- Remote support available for out of hours cover on request
- Service desk support from 0900-1800 hours
- PeopleSoft quarterly update guidance and delivery.
- PeopleSoft annual legislative update management

Our Support Model for PeopleSoft is fully flexible to provide maximum services in the most cost-effective way.

## PEOPLESOFT HOSTING – OUR OFFERING

Our PeopleSoft experts ensure your HR and payroll cloud and on-premise services are properly executed in highly secure environments, individually tailored and again fully flexible to best suit your business needs.

With dedicated resource and storage options available, we can offer

- Provisioning of Servers - Application, Web, database
- Data storage, backup and restoration
- Disaster recovery
- Load balancing
- Operating System maintenance
- PeopleSoft infrastructure maintenance, monitoring and application monitoring
- Proactive monitoring and live performance dashboards
- PeopleTools upgrades
- WebLogic security patching management
- Preventative maintenance

## WHY CHOOSE SUCCEED?

We are HR technology and payroll specialists knowing the typical challenges and difficulties HR and payroll functions face. We are highly regarded in our field being employee engagement speakers at CIPD shows and regular speakers at Oracle's UKOUG and similar events. Highly regarded within the HCM & Payroll community as Global specialists, we have expert knowledge of UK compliance and legislation with influence in the evolution of the product to meet changing needs.



LET'S TALK

+44 (0) 1923 711810

[www.succeed.co.uk](http://www.succeed.co.uk)

[info@succeed.co.uk](mailto:info@succeed.co.uk)

