

Methodology & Tools

- › Agile development methodology for enhancements and fixes
- › Release management to ensure minimal disruption of production during releases
- › JIRA, Remedy, Support Ticket Management System and more



PEOPLESOFT SERVICES

PeopleTech adopts “Run-Build-Run” approach for growth strategy. Run-Build-Run focuses on on-going application services as well as point solutions. The model focuses on building long standing relationships with customers.

- › Center of Excellence – Best practices, reusable components
- › Application Managed Services
- › Upgrade Services
- › Maintenance and Support Services
- › Application Managed Services
- › Implementation Services



info@peopletech.com
www.peopletech.com



1110 112th Avenue NE, Suite 300C,
Bellevue, WA. 98004



USA: +1-425-354-3456
INDIA: +91 40 66071200



PEOPLESOFT SERVICES

UPGRADE

REMOTE MAINTENANCE

APPLICATION MAINTENANCE & SUPPORT



UPGRADE

PeopleTech's PeopleSoft upgrade labs makes upgrade easy and ensures reduction cost by 40%. The upgrade process methodology includes 4 upgrade passes to ensure smooth launching.

- › Due-diligence on client's PeopleSoft application suite
- › Architecture & infrastructure analysis and recommendations
- › Reusable tools to accelerate the upgrade analysis tasks
- › On-site upgrade assessment workshops
- › Current functionality fit/gap against new features
- › Delta training on new tools
- › Use of automated test scripts



REMOTE MAINTENANCE

PeopleTech provides Remote Maintenance Services which helps our customers keep their PS implementation in compliance and up-to-date with Oracle's application release roadmap.

››	Stay current with patches and updates
››	Apply Update and Product Fixes for custom code
››	Identify new product updates and impacts analysis
››	Provide break/fix support
››	Monitor and maintain middle tier
››	Dedicated support for all maintenance needs
››	Leverage the latest product functionality



APPLICATION MANAGEMENT & SUPPORT

Unleash our bouquet of services that spans Implementations, EAI, Upgrades, Application Managed Services, Support and Maintenance.

What We Do

- › 24X7 Application Support with defined SLAs
- › Flexible & cost effective and subscription-based model

Delivery Model

- › On-Site Offshore Model: On-Site Project management with remote (offshore) technical work
- › Offshore Model: Offshore resources may be managed by the client if needed