

## AVM for Leader in Manufacturing in USA

### Business Background

The client is a \$16 billion diversified technology company with leading positions in consumer and office; display and graphics; electronics and telecommunications; health care; industrial; safety,

*"I wanted to send out a Thank You to all of you. You guys are doing a great job completing the development work. We're able to work through issues, challenges, and other obstacles and still deliver quality solutions in an aggressive timeline. Sometimes we get so caught up in the issues and problems, we forget about the successes and achievements we've made. Just look at the dashboard below to see the great work that has been completed. Thank you again for all of your hard work and dedication to make this project a success!!!"*

**-GIAS Project Manager (IT)**

### Business Need

The client is a global customer of the Oracle-PeopleSoft line of products. Cognizant has been actively involved with the client in PeopleSoft Global rollout, implementation, upgrade and AVM endeavours. In its endeavour to further streamline its

security and protection services; transportation and other businesses. Headquartered in St. Paul, Minnesota, the company has operations in more than 60 countries and serves customers in nearly 200 countries. The Client has more than 40 different business units and has approximately 69,000 employees worldwide (close to 35,000 in United States and the remaining 34,000 internationally).

operations back-bone, the client wanted to upgrade the PeopleSoft applications from version 7.5 to 8.x. It wanted its key resources initially supporting the current PeopleSoft deployment to move over to these upgrade projects. It was this business need that made the client look at vendors with specialized PeopleSoft skills. The objective was to zero-down on a vendor who could understand the highly customized and complex system and start supporting each application with an extremely small transition timeframe.

### Cognizant's Solution

Cognizant maintains the client's PeopleSoft (Financial & HRMS) applications. Cognizant's overall responsibilities in this project includes:

- Project Management
- Documentation of current processes
- Monitored Processes
  - Monitor batch jobs, insuring timely and successful completion of batch processes
  - Monitor integration processes and respond to integration issues
- Infrastructure
- Production Job Scheduling
- Configuration and Change Management
- Release Management
  - Participate in defining major and minor release level development enhancements
  - Plan and execute major & minor enhancements

- Call Management:
  - Incident resolution
  - Quick response to online performance / availability issues
  - Quick response to Remedy Ticket / production issues
  - Respond to day-to-day client inquiries (involves researching and answering questions relating to data, and program logic)
  - Fix bad production data
- The team provides support and maintenance services to the HCM and Financials applications in production
- Providing testing services for the global roll-out of the HCM application & developed customizations for Brazil, Chile, Taiwan, Australia and Greece

## Technology Platform

- PeopleSoft Enterprise HCM 8.8 & Financials 7.5
  - HCM Modules: Core HR, Base Benefits, eMTR (Performance Management functionality) and Payroll.
  - Financials Modules: General Ledger, Asset Management, Projects, Accounts Payable and Purchase Order

## Benefits to Client

- Process oriented approach governed by the SEI CMM Level 5 Model
- Test case development with a high degree of focus on business processes
- Ability to achieve the aggressive targets by ramp up of offshore resources in a short timeframe
- Financials Modules: General Ledger, Asset Management, Projects, Accounts Payable and Purchase Order

## About Oracle Solutions Practice

The Oracle Solutions Practice at Cognizant offers a wide range of solutions covering the entire landscape of the Oracle product portfolio. With over 2200 Consultants, Business Experts and Technical Architects across multiple geographies, we have successfully executed over 400 projects for more than 52 blue chip customers.

Our proven methodologies and innovative solution frameworks serve as a robust foundation to our wide range of service offerings from global implementations to upgrades and application maintenance & support. A strong partnership with Oracle Corporation with dedicated focus on innovation labs coupled with our proprietary solution accelerators enables our customers to extract more business value out of their Oracle products.

## Start Today

In a time when companies are relentlessly pushing to compete better, move faster and fight harder, Cognizant is the global technology partner with one single-minded passion: Dedicating our systems expertise, industry intelligence and global resources to make your business stronger.

**Note:** For more information on how to drive your business results with Cognizant, contact us at [inquiry@cognizant.com](mailto:inquiry@cognizant.com) or visit our website at [www.cognizant.com](http://www.cognizant.com)

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