



PeopleSoft Managed Services

Choices that work for you

PeopleSoft Managed Services



Pricing Models

At SmartERP, we realize that every organization is different with a unique set of requirements. Depending on your needs, SmartERP can offer both hourly and fixed-fee pricing models for our services,

A Whole Stack Of Services

SmartERP has services to manage the ‘whole stack’ of a customer’s IT infrastructure. In this model, infrastructure and applications are managed for customers and a single team manages the support. Services are constantly updated, with existing features upgraded and additional features added.

À La Carte Services

Customers may also elect an à la carte option where they can choose only the specific services that they want SmartERP to manage.

Application Management

Fixed fee and SLA-based PeopleSoft application management keeps the application running like a well-oiled machine without having to worry about bugs, performance, downtime and late evening calls. Production support issues are part of the managed services while all enhancements / change requests becomes a project-based service. Application management services include ownership and support of customer specific application functionality as well.

Managed Testing Services for PeopleSoft 8.53+ customers

We offer fully customized testing services to our clients based on PeopleSoft Testing Framework (PTF), which has been strengthened further using our testing productivity enhancement accelerators.

Cloud Hosting and Management of PeopleSoft Application

This service is designed for on-premise customers with unique business needs who want to stay on PeopleSoft, but would like to move their PeopleSoft infrastructure to the cloud - see our **Lift and Shift** section within this brochure.

PeopleSoft Environments Management – Production and Non-Production

PeopleSoft Administration support includes sizing and designing architecture for all PeopleSoft Environments. This service also includes PeopleTools configuration and management for various DB platforms and PSFT versions; applying updates and fixes for PeopleTools and PS applications; managing PeopleSoft security.

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Managed Services for PeopleSoft 9.2 Customers in the Post PUM World

We are experienced with and can manage the constant new releases of PeopleSoft Images (PI) leveraging the new PeopleSoft Update Manager (PUM) and make it relevant for your PeopleSoft usage, including incremental additions of new features. We will bring the structure you need to the constantly evolving images in the new PeopleSoft Update Manager world.

Systems Management, Systems Monitoring and Storage Management

To address the current challenges and be prepared for the next generation data center, we believe that a fundamental shift is required within the data center from high maintenance to high performance. Our Data Center Services provide end-to-end management of computing environments. Data Center Services include systems management, systems monitoring and storage management services to enable a secure, stable, and high-performance systems environment.

Middleware Application Administration Services – Oracle WebLogic, IBM WebSphere, TIBCO, Oracle SOA Suite

We provide **24 x 7 x 365** monitoring, deployment, tuning and upgrade services for the enterprise application commercial middleware products. SmartERP can manage client's application servers (Oracle WebLogic, IBM WebSphere and RedHat JBoss), web servers (IIS and Apache), and Message Oriented middleware for integration such as TIBCO and Oracle Fusion SOA suite. We can be your one service provider to manage the complete application.

Database Administration Services – Oracle and Microsoft SQL Server

24 x 7 x 365 Database monitoring, issue response & resolution and sustained support comprises our core DBA managed services. We also provide architecture and design, remote database monitoring, high availability, performance tuning, migration, deployment and upgrade services for any version of Oracle and Microsoft SQL Server databases.



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On-Premise
to the
Cloud

Lift and Shift

Our Lift and shift solution helps customers with the migration of on-premise PeopleSoft environments to a Cloud of their choice and assists in bringing down the high cost of on-premise infrastructure maintenance and support.

We leverage PeopleSoft Cloud Manager to help with the “Lift and Shift” of your PeopleSoft environments. We move at the speed of our clients and are fully prepared to help with any of the following strategies:

- **Big Bang** - Lift and Shift your entire PeopleSoft infrastructure from on-premise to the cloud, including your production environments.
- **Tip Toe** – Help move your development, test and one-off project environments to the Cloud first and production comes later once you are fully comfortable with Cloud.
- **Hybrid Cloud** – Surround your on-premise Applications with Cloud point-applications and build integrations between the two.

Our Methodology

1. Cloud Assessment Phase
2. Proof of Concept Phase
3. Data Migration Phase
4. Application Migration Phase
5. Leveraging the Cloud
6. Optimization Phase

Benefits

- » Reduce your total cost of ownership
- » Regular updates to ensure compliance
- » Keep pace with new features delivered
- » Make PeopleSoft maintenance easier
- » Run health checks to receive a current status of your running environments



SmartERP Supports

- ▶ Oracle Cloud
- ▶ Amazon Web Services
- ▶ Microsoft Azure

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Why PeopleSoft Services?

Our upgrade service provides a rapid and cost-effective upgrade to PeopleSoft Enterprise 9.2

Smart Solutions that can be used during the 9.2 upgrade process to dramatically improve the business processes are provided at no additional fee

Automated test scripts to test the standard PeopleSoft business process are provided at no additional fee

Fixed-price upgrades

Lab option for technical upgrade

Remotely access the client environment to perform all phases of the upgrade

SmartERP provides a comprehensive approach that offers full support for all key PeopleSoft products, including:

Human Resources Management Systems

Core Financials

Enterprise Service Automation

Enterprise Portal Management

Customer Relationship Management

Supply Chain Management

Collaborative Applications

PeopleSoft Managed Services

SmartERP Offers Choices That Work For You



For more information

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Founded by Oracle/PeopleSoft veterans, Smart ERP Solutions® is a unique organization in the Enterprise Business Applications space providing innovative, cost-effective, and configurable solutions that efficiently extend the capabilities of ERP systems to meet specific business process needs.

ORACLE® **Platinum
Partner**