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THE THOUGHT BEHIND THE SOLUTION

Case Study: Operations & Maintenance

How a Public-School Institution Stabilized Its IT Infrastructure and Reduced System Downtime

Organization
A public-school institution with over 600 elementary and high schools and 120 central office departments

Challenge
Supporting, sustaining, and keeping a pool of implemented Oracle E-Business and PeopleSoft technology systems up and running

Solution
Upgrade and enhance the client's Oracle E-Business and PeopleSoft environments by modernizing the reporting and analytics platform, providing enterprise architecture support, and implementing Oracle Hyperion

Benefits
More stable and up-to-date IT infrastructure with reduced downtime and improved capabilities for consolidating information

Challenges

To manage its workforce and accounting activities, the client made a significant investment in technology, which is an integral aspect of business innovation. The organization needed to get the maximum value out of their technology investment, so they needed to support, sustain, and keep the implemented systems up and running seamlessly.

Solution

Senryo provided the client with operations and maintenance services to support, upgrade, and enhance the client's Oracle E-Business and PeopleSoft environments. This included modernizing the reporting and analytics platform, providing enterprise architecture support, and implementing Oracle Hyperion. As part of an initiative to modernize the reporting and analytics platform, Senryo helped the client to:

- Successfully deploy Oracle BI-Applications and OBIEE
- Customize out of the box standard reports to meet stakeholder requirements
- Develop the ETL capability that would accommodate Encumbrance Accounting in General Ledger
- Extend iProcurement and Spend Analytics to the user community
- Extend Project Analytics to include Oracle Grants Module
- Migrate Discoverer reports into OBIEE as needed
- Provide CPS with post-implementation support for OBIA and OBIEE enhancements and bug fixes

Providing Enterprise Architecture support involved migration to a new infrastructure, development, and maintenance of many applications using Oracle's ADF/OAF framework. It also included support and enhancements/upgrades of Oracle eBusiness Suite Financial applications as well as PeopleSoft HCM Applications.

In implementing Oracle Hyperion, Senryo helped the client to: gather detailed requirements for implementing Hyperion Planning-Public Sector Budgeting; translate current capabilities in Oracle Applications and custom modules to requirements for Hyperion Planning; develop custom web forms and web calculations (including Position capture to extend the standard capabilities in Hyperion Planning) to allow budgeting at a position level; and develop a detailed deployment strategy and roll out plans to bring Hyperion into the Central Office.

Senryo also provided the client with a pool of expert resources to support the OBIA, OBIEE and Hyperion Planning deployment initiatives. These resources include Oracle Data Administrators, Perl Programmers, PeopleSoft SQR Developers, Oracle Developers, and OBIEE and ETL resources, among others.

Benefits

Stabilized and updated the client's infrastructure and applications suite

Helped the organization maximize the productive use of its applications with reduced down time

Consolidated information which resulted in a more seamless reporting process

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Senryo Technologies, an industry recognized solutions integrator, is committed to delivering transformational solutions that meet and exceed business-driven objectives while providing strong ROI metrics. We achieve this through a collaborative process with our customers, leveraging existing IT investments and new technologies to deliver results aligned with strategic initiatives and objectives. Our proven experience and thought leadership empower customers through better operational performance, mitigated risk, and improved governance.