

PeopleSoft Applications

Leading Travel Management Consortiums

Client operates as a corporate travel management company in the United States and internationally. The company offers traditional and online corporate travel services; consulting services, such as advisory and project management services; and meetings and incentives services, including registration tools, travel planning and operations management, corporate events, and strategic meetings management solutions

Project Description

- PS Applications Supported – PeopleSoft Portal and CRM.
- PS Enterprise Portal is used internally to integrate people, processes and policies together. It serves as a gateway to information travel agents need to do their day to day business. Policies/ documentations are housed within PS Portal and various workspaces.
- PS CRM is used as a ticketing system to raise cases for IT. There are various provider groups created within the app which cater to all the IT divisions of our client.
- Project scope includes Application Development , L3 support , testing.

Business Challenges

- Integration between PS and non PS systems.
- Managing downstream/ upstream systems and keeping technology abreast with the latest in the market.
- Wider audience/ complications in meeting demands of different country specific policies and blending them in a unified solution.

Scope, Environment

Environment:-

- PeopleTools – 8.48.05
- Portal – 9.0, CRM – 8.90.
- Database – MS SQL Server 2005

Scope:-

- Release and Project-Specific development.
- Testing - Unit / system/ regression/ load/ End – to End and interfaces.
- L3 support to Production environment s and bug fixes.

Shree Value Adds/ Business Benefits

- Offshore model is created and stabilized within a span of 2 months.
- Support/ remedy for PS applications (~ 75%) off shored in a short period of time.
- SOP documents created and managed by offshore team.
- Solutions and fixes to complex business requirements provided by offshore team .
- Timely delivery of development tasks.