



The Customer

- **Industry:** High Technology
- **Geographics:** Headquartered in Irvine, California, supporting Canon's global operations
- **Employees:** 200

PeopleSoft Enterprise Solutions

- Enterprise Service Automation for IT
 - Project Costing
 - Program Management
 - Expenses
 - ESA Portal
- Financial Management
- Human Capital Management

Implementation Team

PeopleSoft Global Services

Customer Service Level

Standard

"When I have a vision or idea, I need to know the amount of resources, equipment, and budget I can allocate toward that idea. I need to know if I can cut expenses in one area and allocate those savings toward a new project. PeopleSoft Enterprise Service Automation for IT gives me the accurate, real-time project data I need to evaluate the viability of investing in new ideas."

Shin Yamaguchi

President and CEO, Canon Development Americas

Canon

Business Challenge

Canon Development Americas (CDA) needed a single view into project performance that incorporated key finance and human resources data. The company also needed to improve responsiveness to internal customers and support the market leadership of the Canon Group by replacing CDA's disparate processes with a consistent methodology for analyzing and reporting on project performance.

PeopleSoft Enterprise Solution

CDA standardized on Oracle's PeopleSoft Enterprise Service Automation for IT to obtain best-practice business processes to define, evaluate, and report on projects. Real-time analytics enable CDA to improve responsiveness to internal customers and allocate corporate resources to projects that support Canon's leadership in global digital imaging and networking markets. Embedded control points enable compliance with Sarbanes-Oxley and mitigate enterprise risk.

Business Benefits

- Tight integration between finance, HR, and project management applications provide a single view into project performance for improved decision making.
- Standardized business processes deliver a consistent, enterprise-wide view of project definition and progress.
- Real-time visibility into project information is possible through PeopleSoft Enterprise ESA Portal.
- Drill-down capabilities into the cost structure of projects improve the project planning, scheduling, and execution processes.
- Real-time visibility into project status improves customer satisfaction.
- Control points within the software enable compliance with Sarbanes-Oxley and mitigate operational risk.

Quantifiable Benefits

- Reduction in monthly close time from 12 days to four days, a world-class benchmark.
- Monthly time reporting slashed from four weeks to real time for instant visibility into project costs.

Canon Development Americas Sharpens Its Focus on Program Management with PeopleSoft Enterprise Service Automation for IT

Canon Development Americas (CDA) is a wholly owned subsidiary and research arm of Canon U.S.A., a \$29 billion digital imaging and networking giant and the second-largest recipient of U.S. patents in 2003. A key player in Canon's global R&D network, CDA is tasked with the mission of developing innovative software solutions to complement or enhance Canon's leading hardware technologies.

"We operate in a very fiercely competitive market, due to the advanced nature of the technologies we develop and the dynamic nature of the industry itself," explains Shin Yamaguchi, president and CEO of Canon Development Americas. "And, if we don't fulfill the R&D requirements of our internal customers on time and on budget, they can use the development services of the eight other R&D centers Canon maintains around the globe. We standardized on PeopleSoft Enterprise Service Automation for IT as our strategic tool not only to manage CDA more effectively but also to fulfill all the needs of our internal customers."

Getting a Clearer Picture of Project Performance

Before standardizing on ESA for IT, each department had its own method of defining and managing projects, making it very difficult to get a clear picture of project performance. According to James Underwood, CDA's manager of Information Technology, implementing PeopleSoft Enterprise Program Management has changed all that.

"Program Management pulls data from our PeopleSoft Enterprise human resources and financials applications into a single system that's tightly integrated," says Underwood. "The finance system contains information such as actual dollars and time spent by people on projects, while the HR system contains data on things like contractor rates and hours worked. Using Program Management enables us to pull all this information into one system then use common processes to measure and define our project progress."

The impact on internal customer satisfaction has been immediate. "When I received calls from our top executives in New York or Japan, I'd have to tell them I'd get back with them on the status of their projects," explains Pamela Webster, manager of Finance at CDA. "With the real-time analytics built into PeopleSoft Enterprise Project Costing, we can immediately see the performance of all our projects and know which have critical issues that need escalation or remediation. Now I can tell my executives to wait a few minutes while I run a query then give them the project status update over the phone."

Using Control Points to Achieve Compliance, Mitigate Risk

Using PeopleSoft Enterprise Financial Management enabled CDA to reduce its monthly close time from 12 days to four— a world-class benchmark that supports the ability of its parent company to meet tighter SEC filing requirements under Sarbanes-Oxley. Now CDA is using Program Management to support compliance with Sarbanes-Oxley Section 404, which requires that a company assess and certify to the adequacy of its internal controls. "Sarbanes-Oxley requires us to identify any points of risk in our businesses processes and document our controls for mitigating those risks in the performance of our work," explains Adam Krahling, business systems analyst at CDA.

"One of our biggest risk areas relates to ensuring we have legal permission to use third-party software in our products," Krahling adds. "Using Program Management, we can put a milestone into the work breakdown structure that says third-party software evaluation has been completed, addressing this area of risk on a project-by-project basis."

"Our critical risks come from the fact that projects are our sole source of revenue," concludes Krahling. "If we don't have a good understanding of how that revenue can be at risk, we jeopardize the foundation of the company. Program Management gives us the control points we need to address and mitigate risks throughout every step of our business processes."