



The Customer

- **Industry:** Consulting Services
- **Geographics:** Headquartered in Plano, Texas
- **Revenues:** \$14 Million in 2003
- **Employees and Consultants:** 85

PeopleSoft Enterprise Products

- Enterprise Service Automation
- Contracts
- Expenses
- Project Costing
- Resource Management

Implementation Team

eVerge Group

Customer Service Level

Standard

"Standardizing on PeopleSoft Enterprise Service Automation for Professional Services allows us to spend more time focusing on strategic initiatives that will grow the business and less time on back-office work. By automating key business processes, PeopleSoft Enterprise is giving us a huge competitive advantage."

John Beall

Executive Vice President

eVerge

Business Challenge

A leading provider of consulting services to commercial and public services organizations, eVerge needed to upgrade its technology foundation to better compete with larger systems integrators looking to penetrate its market space. In particular, the company wanted a solution that would help it control project costs, increase operational efficiencies, and improve responsiveness to clients.

PeopleSoft Enterprise Solution

eVerge upgraded to Oracle's PeopleSoft Enterprise Service Automation (ESA) for Professional Services in 10 weeks, deploying its entire suite of applications to streamline key business processes around staffing and executing client engagements across North America. Using ESA is helping eVerge improve its pricing strategy and profitability margins on consulting projects in this competitive market.

Business Benefits

eVerge uses ESA to fulfill the following business requirements:

- Automate key processes like project accounting, expense management, and resource management to free consultants to focus more time on customer engagements.
- Get increased visibility into consulting workforce skills, availability, and performance to staff projects more efficiently and effectively.
- Provide a single project database and access to real-time project data to improve profitability analysis, contract pricing, project planning, and forecasting.
- Benefit from more flexible contract functionality to streamline contract processing and achieve project milestones faster.

Quantifiable Benefits

- Deployed full suite of ESA applications in 10 weeks, with no business disruptions.
- Eliminated one full day of project accounting per week.

eVerge Takes On the Competition with PeopleSoft Enterprise Service Automation for Professional Services

Founded in 1993, eVerge Group has spent the last decade cementing its reputation as a leading systems integrator helping cities like El Paso and Oklahoma City deploy their PeopleSoft Enterprise solutions. With the changing economy, the Plano, Texas-based systems integrator has seen its lucrative niche targeted by much larger systems integrators. With only 85 employees and consultants, eVerge needed to maximize the value of each and every consultant, so the company turned to PeopleSoft Enterprise Service Automation (ESA) for Professional Services to give it a competitive edge.

“We wanted to upgrade to ESA 8.8 to take advantage of the delivered functionality like workflow that would automate our key business processes,” explains John Beall, executive vice president at eVerge. “We went live simultaneously on PeopleSoft Enterprise Contracts, Expenses, Project Costing, and Resource Management in 10 weeks, with very little disruption to our daily business.”

Experiencing the Total Ownership Experience Firsthand

As a PeopleSoft partner, eVerge had heard a lot about PeopleSoft’s Total Ownership Experience initiative. This initiative applies technology to PeopleSoft Enterprise solutions to improve all aspects of the customer experience, from implementation and usability to maintenance and support. By upgrading to ESA 8.8, eVerge now gets to experience those benefits first-hand.

“Before implementing PeopleSoft Enterprise Expenses 8.8, one of our finance employees spent an entire day every week processing consultant expense reports,” recalls Beall. “With the enhancements in 8.8, we’ve eliminated a lot of repeated efforts. Now our consultants can fill out their expense reports online, and the entire process is three times faster than before. Therefore, consultants can spend more time helping customers, and our finance team can focus more time on analyzing project profitability.”

“PeopleSoft Enterprise Contracts 8.8 is much easier to navigate and understand, and the system is a lot more flexible,” adds Jessica Naftel, a PeopleSoft knowledge consultant at eVerge. “By using Contracts, we can adjust the negotiated amount after we’ve activated the contract, so amendments are no longer a challenge. And, with the ability to process revenues and generate journal entries at the same time, we’ve streamlined our processing so that we can achieve project milestones much faster.”

The Nucleus of Project Reporting

Until its upgrade to ESA 8.8, eVerge used spreadsheets to pull together its weekly and monthly profitability reports on client projects. “Many of those spreadsheets had a life of their own, and we spent more time maintaining and updating them than we did analyzing them,” recalls Beall. With the upgrade to PeopleSoft Enterprise Project Costing 8.8, all those spread-sheets were replaced with a single project database that pulls in information across the entire ESA suite to provide eVerge project managers with real-time updates on project costs, receivables, contractor availability, and contract billing.

“Project Costing is essentially the nucleus of our reporting,” explains Beall. “We’re able to capture all the time and expenses we’re incurring on projects then do a budget-to-actual analysis to make sure that the project is on track. We can also do profitability analyses where we compare profits to revenues and how specific projects stack up in that analysis. We then use that information for pricing, planning, and project forecasting.

“We don’t have to worry about the integrity of the data because of the full integration between our PeopleSoft Enterprise Service Automation, Financial Management, and Human Resources applications,” concludes Beall. “Because we’ve automated the key business processes that support our operations, our consultants spend more quality time with customers, and that’s a huge competitive benefit.”