



The Customer

- **Industry:** Sugar Manufacturer and Distributor
- **Geographics:** Headquartered in Sugar Land, Texas
- **Revenue:** \$1 Billion
- **Employees:** 1200

PeopleSoft Enterprise Products

- Human Capital Management
- Financial Management
- Enterprise Portal
- PeopleTools

Implementation Team

PeopleSoft Consulting

Customer Service Level

Standard

"In our day-to-day business, it's really all about speed, accuracy, quality, and lowering your cost. PeopleTools has helped us do that."

George Muller
Vice President and CIO

Imperial Sugar

Business Challenge

Like many commodity manufacturers, Imperial Sugar was looking for ways to lower operating costs and to improve service quality. In recent years, the company had not updated its technology infrastructure. So, the company decided that it could get the best return on investment by improving its infrastructure's performance and overall management.

PeopleSoft Solution

By upgrading from Oracle's PeopleSoft Enterprise PeopleTools 7.52 to PeopleTools 8.44, Imperial Sugar significantly improved infrastructure performance and management.

Business Benefits

- Lowered costs by deploying tools and applications faster with fewer people.
- Improved performance of infrastructure components.
- Cut help desk calls significantly.
- Increased level of service to internal customers.

Imperial Sugar Embraces PeopleTools 8.44 for Total Ownership Experience

PeopleTools Upgrade in One Month

Having fallen significantly behind on the PeopleTools platform, Imperial Sugar decided that it was time to get current. In December 2003, Imperial Sugar began its upgrade from PeopleTools 7.52 to PeopleTools 8.44, and it went much faster than the company expected. "I was amazed at how quickly we were able to get PeopleTools 8.44 up and running. We started the project in early December and it was in production in early January—even with all the holidays in there," say George Muller, vice president and chief information officer at Imperial Sugar.

According to Muller, an important factor in the successful upgrade was the PeopleSoft Total Ownership Experience initiative. "The speed and ease of our PeopleTools upgrade really demonstrated the value of the PeopleSoft Total Ownership Experience. The Total Ownership Experience features in PeopleTools 8.44 enabled us to better leverage our infrastructure investment," says Muller.

System Performance and Manageability Improvement

“A big motivation for the PeopleTools upgrade was to get peak performance out of our infrastructure components, as well as improve overall manageability. Having the Performance Monitor in PeopleTools 8.44 gives us real-time insight into the performance and state of our systems,” say Muller. “Without a doubt, I think that PeopleSoft 8.44 is helping us get a handle on performance and manage our infrastructure a lot better.”

Technology Supports Competitive Differentiation

For Imperial Sugar, technology has allowed the company to differentiate itself. “As a commodity manufacturer, we need to differentiate our company by lowering costs and providing high-quality services to our customers. We have been able to do this through innovative technology, like PeopleTools,” says Muller.

“From my perspective, The Total Ownership Experience features in PeopleTools 8.44 raise the bar yet again in terms of flexibility, adaptability, and manageability. It enables us to better leverage our infrastructure investment to differentiate ourselves in a competitive market,” Muller says.

Accolades from Users

“Since the PeopleTools upgrade, we have seen dramatic improvements in response times and accessibility across all six of our locations,” says Muller. “The results from a user perspective have been great. Not only have we reduced help desk calls significantly, but we have also received accolades from users.”

Partnering for Success

“I believe that for companies to excel in the future, regardless of their industry, they need to develop systems and deploy technology around three fundamental concepts—real-time information, self-serve information, and collaborative information. We see PeopleSoft as a partner that supports these concepts,” says Muller.

“In our day-to-day business, it’s really all about speed, accuracy, quality, and lowering your

cost,” he adds. “PeopleTools 8.44 has helped us do that. I rate PeopleTools a 9.5 on a zero to 10 scale.”