



The PMI Group, Inc.  
Walnut Creek, CA  
www.pmi-us.com

#### Industry:

Insurance

#### Annual Revenue:

US\$1.2 billion

#### Employees:

1,000

#### Oracle Products & Services:

Oracle On Demand  
PeopleSoft Enterprise  
Human Capital Management  
ePerformance  
Financial Management  
eProcurement

**“We needed a high level of service and wanted to streamline our own IT operations. We’ve achieved a partnership with Oracle, the creator of the software, that has allowed us to achieve the levels of security, performance, auditability, and support for our business users and customers on a cost effective basis.”** – Stan Pachura, CIO. The PMI Group, Inc.

### The PMI Group, Inc. Increases Enterprise System Performance and Streamlines IT Maintenance

Founded more than 35 years ago, The PMI Group, Inc. provides innovative credit, capital, and risk transfer solutions that expand homeownership and fund essential services. Through its wholly owned subsidiaries, PMI offers residential mortgage insurance and credit enhancement products.

#### Challenges

- Ensure that PMI Group’s enterprise systems are reliable and easily accessible to its globally dispersed workforce
- Maintain high employee satisfaction, evident in the company’s listing as one of the "Best Places to Work in the Bay Area"
- Minimize IT costs and maintenance efforts
- Protect customer’s privacy and sensitive financial data, providing fully audited IT processes to multiple banking customers

#### Solution

- Migrated to an Oracle On Demand application hosting and management model for the company’s PeopleSoft Enterprise applications with Oracle On Demand and Linux servers, resulting in better performance and reduced costs
- Improved security for highly sensitive financial services information and system performance with 24/7 monitoring of applications and real-time alerts, resulting in 99.5% up time
- Simplified maintenance and reduced time spent on support issues with single point of accountability for the software, support, hosting and software management
- Provided approximately 900 employees with easy access to Web-based self-service tools to view paystubs, change employee data and benefits information, and perform other routine human resource processes
- Replaced a paper based performance review process with an electronic process that increased employee and manager communication and reduced administrative time
- Eliminated paper based system by moving timesheets online
- Simplified open enrollment for the benefits program with easy-to-use online tools
- Streamlined IT procurement with PeopleSoft Enterprise eProcurement workflow that accelerates the requisition process while ensuring purchases go through all necessary approvals