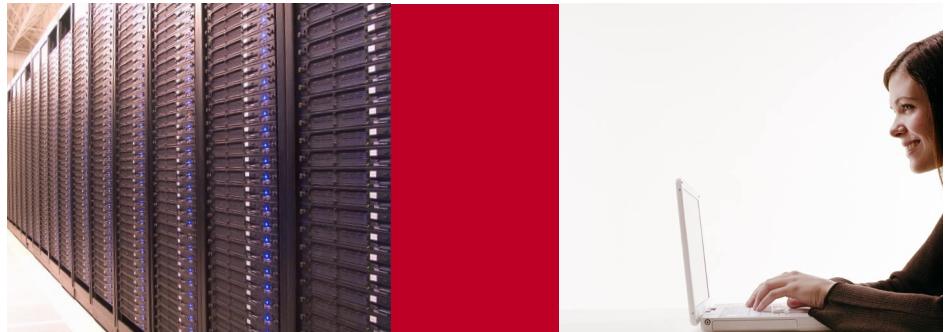


# INFORMATION IN ONE PLACE

PeopleSoft Enterprise Service Automation for IT



## **INFORMATION IN ONE PLACE**

You know your IT investments are essential to the success of the enterprise. No longer will management approve new IT investments without hard facts to back it up. How well do your projects support the company's business objectives? How do you adjust IT investments to changes in priorities? Are you using your internal resources effectively?

Get real-time project visibility to justify costs and rein in the drain on your funds. Demonstrate the value of your IT investments in a language that business executives understand. Align IT to your company's overall business objectives.

Oracle's PeopleSoft Enterprise Service Automation (ESA) for IT is an integrated solution designed specifically to optimize project investments, reduce project delivery costs, and increase resource utilization.

# Don't Let IT Investments Disappear into a Black Hole

## **Bring Controls to IT Business Processes**

IT organizations have been asked to implement technology to automate and streamline the operations of business units. Today, the spotlight has shifted from the factory floor and call center to focus on the IT organization itself. It's no longer enough to deliver functionality quickly. Now you must develop investment strategies, collaborate with business owners, adjust to changes in priorities, and provide real-time status.

To be successful—to transform the IT organization from a cost center to a value center—you must accomplish three objectives: align IT to the company's overall business objectives, manage project spend, and increase the use of your resources.

## **Align IT to Business Objectives**

Consider how you work with the overall organization. How well do your projects support the company's strategic goals? What business value do you deliver? How do you know which projects to approve and when to stop them? To be successful, you need the processes and tools to manage IT operations, collaborate with business managers, and adjust to changes in the business environment.

## **Manage Project Costs**

Once a project is given the green light, you need to create project plans, track project progress, and provide status reports to stakeholders throughout the enterprise and management. In an organization with manual processes and disparate systems, these tasks can be difficult and costly to do. By automating and streamlining IT systems and processes, you have the information on project activity and costs in a timely and cost-effective manner.

## **Increase Resource Utilization**

People are always one of your biggest costs. Do you know how long activities take? Who on your staff is underutilized? How do you track their skills and competencies? Without this information, you are making business decisions without the facts.

“Portfolio management has proven very successful in eliminating unnecessary IT costs and improving the efficiency of the IT organization by aligning IT investments with business strategies.”

**Eric Austvold**, The AMR Research Report, October 17, 2002

## **PeopleSoft Enterprise Service Automation for IT: A Solution Overview**

PeopleSoft Enterprise Service Automation for IT combines control of your projects with performance analytics and reports that are delivered to business and project leaders. With our performance management technology and integrated architecture, customers appreciate the ease of implementation and the access to real-time information—which maximize the value of IT.

The modular design allows you to select only the products you need to address your specific issues. And PeopleSoft Enterprise Service Automation for IT provides out-of-the-box integration with a variety of enterprise applications, such as Oracle’s PeopleSoft Enterprise Human Capital Management, Oracle’s PeopleSoft Enterprise Financial Management, and Oracle’s PeopleSoft Enterprise Performance Management systems.

### **PeopleSoft Enterprise Project Portfolio Management**

Compare and contrast project requests. Oracle’s PeopleSoft Enterprise Project Portfolio Management lets you rank initiatives based on internal goals and predefined metrics, such as cost, risk, and ROI. Monitor ongoing projects by using key performance indicators, email notifications, and alerts. Adjust portfolios to changes in business environment.

### **PeopleSoft Enterprise ESA Warehouse**

Track projects over budget, projects predicted to run late, and forecasted utilization with more than 50 IT-specific analytics. In Oracle’s PeopleSoft Enterprise ESA Warehouse, a central data repository features prebuilt reporting and analytics.

### **PeopleSoft Enterprise ESA Portal**

Deliver role-based, personalized views of projects, activities, and analysis to business unit managers, executives, and project teams. With Oracle’s PeopleSoft Enterprise ESA Portal, you can incorporate data from transactional and analytical systems with industry-specific portal packs.

“For Marriott International, speed to market is key. With PeopleSoft Enterprise Service Automation for IT, we now get metrics in real time on costs, resource utilization, resource allocation, and project performance. We have that all bundled together in an instant view, giving us the agility to react very quickly.”

**Howard Melnick**, Senior Vice President, Application Services Marriott International

### **PeopleSoft Enterprise Program Management**

Manage multiple projects across the enterprise while leveraging common standards and practices. You can create detailed project plans and estimates in Oracle's PeopleSoft Enterprise Program Management or Microsoft Project or both. Track issues and control changes in scope. And then report your progress to business managers.

### **PeopleSoft Enterprise Project Costing**

Manage the financial aspects of your projects that link project budgets to project plans. Using Oracle's PeopleSoft Enterprise Project Costing, you can incorporate actual time and expense data with embedded analytics. Streamline asset capitalization and billing. Report the financial status to business managers.

### **PeopleSoft Enterprise Expenses**

Capture and submit time and expenses in online, disconnected, or wireless mode. Manage reimbursements and reporting in Oracle's PeopleSoft Enterprise Expense Management. Set automated spending limits and a workflow-based approval process. Automatically update your project budget with actual time and expense data.

### **PeopleSoft Enterprise Contracts**

Store rules from contracts and your established internal controls in Oracle's PeopleSoft Enterprise Contracts. Compile estimates, costs, and milestones from IT projects. Charge back to internal business units for work performed.

### **PeopleSoft Enterprise Proposal Management**

Prioritize, estimate, and engage for services work. With Oracle's PeopleSoft Enterprise Proposal Management, you can create proposals that include costs, scope, timeline, and profitability of a project. Provide integrated goods and services quotes.

### ESA, Beyond IT

IT is not the only example of a project-based organization. There are many others within global corporations, institutions of higher learning, consulting companies, and federal and local government agencies. Though the goals of these organizations may be very different, their need to gain visibility into project activities and to control costs is very similar. And everyone concerned with reducing operational costs associated with project work can benefit from PeopleSoft Enterprise Service Automation.

Consulting organizations are held accountable for profitability, business results, and customer satisfaction. Cost centers must prove their value, manage projects efficiently, and deliver on time. Doing this requires tracking resources, capturing time and expenses against budgets, and managing project planning and activities. Oracle's PeopleSoft Enterprise Service Automation optimizes your service business process to lower costs, boost efficiency, and increase profits.

### PeopleSoft Enterprise Resource Management

Manage your people's competencies and skills with Oracle's PeopleSoft Enterprise Resource Management. Match the right resources to the right projects. Plan for future demand and maximize your resource utilization.

### PeopleSoft Enterprise Services Procurement

Source, fulfill, and manage the process of procuring contract resources in an automated and centralized process. Using Oracle's PeopleSoft Enterprise Services Procurement, you can enter your requirements, whether a specific skill, service, or level of expertise, and find resources that meet your needs.

## Why PeopleSoft Enterprise ESA for IT?

PeopleSoft Enterprise ESA for IT is your complete solution to get the most out of your IT investments. You can track all IT project data—from resources' skills and contractor costs to project milestones and expenses—in a central repository. And PeopleSoft Enterprise ESA for IT includes analytics, portfolio, and portal technology—so there is no need to integrate multiple vendors to form a complete project automation solution. One solution partner means lower implementation costs.

### An Integrated Architecture with Flexible Implementation Paths

PeopleSoft Enterprise ESA for IT works—straight out of the box—with your enterprise resource planning (ERP) back-end systems, including customer relationship management (CRM), human resources, and financials. And, because PeopleSoft Enterprise ESA for IT is integrated and modular, implementation is simplified. Just start with the solutions that address your initial issues and add functionality as you expand your solution.

### We Know IT Performance Measurement

Oracle's PeopleSoft Enterprise Performance Management powers the portfolio management, warehousing, and portal modules. Combined with IT-specific analytics, PeopleSoft Enterprise ESA for IT gives your team and business partners the real-time information they need to maximize IT value.

### A Proven Solution with Customers Across the Globe

More than 400 worldwide customers in private and public sectors are already taking advantage of Oracle's PeopleSoft Enterprise Services Automation for IT to align IT investments to business objectives, manage project spend, and increase resource utilization.

**“Companies that manage projects as a portfolio have an opportunity to reduce IT spending by up to 30 percent.”**

**Ron Hanscome**, Senior Program Director, META Group, 2002

Oracle is committed to ensuring customer success and satisfaction by building quality products and delivering cost-effective, results-oriented service and support based on the unique organizational needs of our customers.

## **Oracle Global Services Committed to Your Success**

### **Oracle Global Services for PeopleSoft Enterprise**

Global Services provides worldwide, best-in-class services to help customers get maximum value from their software.

### **Oracle Consulting for PeopleSoft Enterprise**

Oracle Consulting can help you implement, optimize, and upgrade Oracle's PeopleSoft Enterprise products to improve business performance. Consulting services accelerate time-to-value, maximize functionality, and reduce project timelines and costs. Implementations are tailored to specific business needs. Through a single-vendor relationship, customers gain deeper access to resources and get more value out of their software.

### **Oracle University**

Executives, project managers, and end users benefit from role-based training that results in increased productivity, reduced risk, and lower support costs. Training delivered where, when, and how your organization needs it increases your overall return on investment. Products and services include project team training classes, end user training classes, the end-user training kit, and course development and delivery services.

### **PeopleSoft Hosting**

PeopleSoft Hosting is the logical choice to host and manage your PeopleSoft Enterprise applications, enabling you to focus on your core business while realizing a superior return on your investment. You get a complete solution that leverages our expertise, ensures single-vendor accountability, and provides world-class service.

### Business Objects

By partnering with our consulting group, Business Objects was able to complete implementation in less than three months across its global operations, meeting every deployment deadline. The internet architecture made deployment fast and extremely cost-effective. So, after three months, the solution wasn't just live—it was ready to start delivering results. The investment is already paying off.

The company implemented ESA and slashed expense report processing time by 150 percent. Business Objects used to take days to gather information on key performance metrics on the more than 800 projects it handles annually. Now, it takes less than an hour, enabling real-time reporting on metrics like average deal size, bookings, backlogs, project bill/cost rates, and profitability.

**“PeopleSoft ESA gives us a single source of real-time information to control project costs and optimize the management of our global consulting workforce. And, thanks to PeopleSoft Consulting, we were able to implement PeopleSoft’s industry-leading best practices and business processes for ESA in 90 days, without customizations.”**

**Patricia Murphy, Senior Director, Worldwide Professional Services, Business Objects**

### Oracle Support Services for PeopleSoft Enterprise

EnterpriseOracle Support Services never stop working to ensure that your issues are resolved and that you receive the greatest return on investment from your PeopleSoft systems via the latest technologies, new product features, and industry best practices. You have access to the most comprehensive product and technical problem-solving expertise 24x7, with the real-time support you need for your real-time enterprise. Your business never stops moving forward. Neither do we.



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