

PeopleSoft Services Procurement



KEY FEATURES

- Step-by-step process automation of services fulfillment, management, and settlement
- Complete time, progress, and expense management
- Flexible and robust graphical approval workflows
- Tight integration with PeopleSoft SRM, HCM, Projects, and Financials applications
- Comprehensive analytics

KEY BENEFITS

- Decrease costs while improving efficiency of outsourced services spending
- Enforce requester, worker, and supplier compliance for consistent business processes and better oversight
- Enhance services procurement program and global workforce quality

PeopleSoft Services Procurement enables complete control and oversight of contingent labor and outsourced services spending. Step-by-step online processes provide the necessary tools to increase both efficiency and cost savings by managing external workers and service providers via statement of work projects, deliverables-based services, and more. It is a key component of the PeopleSoft Supplier Relationship Management solution, the integrated suite that reduces supply management costs.

A Large, Untapped Area for Reducing Cost and Improving Performance

Although most organizations spend a substantial percentage of their revenue on services, few have full visibility into costs or supplier performance. Even the most efficient enterprises struggle to gain control over services spend. Indeed services can be a black hole of unsourced buying, lost savings opportunities, and limited oversight.

Efficient and cost-effective procurement of services is imperative in today's business economy. While many process improvements have been made for the procurement of goods, services processes have remained largely manual, resulting in unmanaged costs, extended cycle times, and significant errors. Services are typically more complex, resulting in business processes that require unique functionality to effectively manage them.

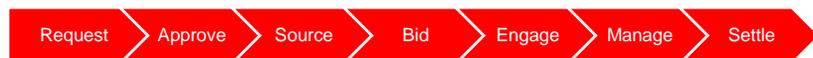


Figure 1. Services Procurement Business Process Flow

PeopleSoft Services Procurement is the only enterprise-class application that manages the entire outsourced services process from request through settlement, enabling companies to lower service costs, collaborate with suppliers to rapidly fill service needs, and ensure the quality of services delivered.

Increase Visibility and Control Costs with PeopleSoft Services Procurement

PeopleSoft Services Procurement enables organizations to better control services spending by combining increased visibility with process efficiency and powerful analytics. By better understanding the services being requested, the enterprise is able to drive spending to preferred suppliers based on capability and past performance, while leveraging negotiated rates and relationships. This can lead to better overall contingent

PRODUCT NAME

PeopleSoft Services Procurement, a key component of the PeopleSoft Supplier Relationship Management solution, can leverage investment through deep integration with other PeopleSoft applications.

RELATED PRODUCTS

The following complementary products can be integrated with PeopleSoft Services Procurement:

- PeopleSoft Supplier Relationship Management
- eProcurement
- Purchasing
- PeopleSoft Financials
- Payables
- PeopleSoft Enterprise Services Automation
- Project Costing
- Resource Management
- PeopleSoft Human Capital Management
- Talent Acquisition Management

In addition, optional integration to third-party eProcurement, Payables, Projects, and/or time entry applications are enabled via XML support and flexible application interfaces.

workforce program management, with a corresponding reduction in overall costs.

Services Fulfillment

Source, fill, and monitor the services procurement process by entering requisitions and strategically sourcing the requisitions to preferred suppliers. Once a services provider is selected, a work order is automatically created, documenting the terms and conditions of the engagement. In addition, PeopleSoft Services Procurement enables an organization to:

- Enter, route, and approve requisitions for resource and deliverable-based services.
- Create a tiered network of preferred suppliers including competencies, pricing agreements, and elaborate candidate management capabilities.
- Automatically route requirements to preferred suppliers and monitor all submittal data and communications with suppliers.

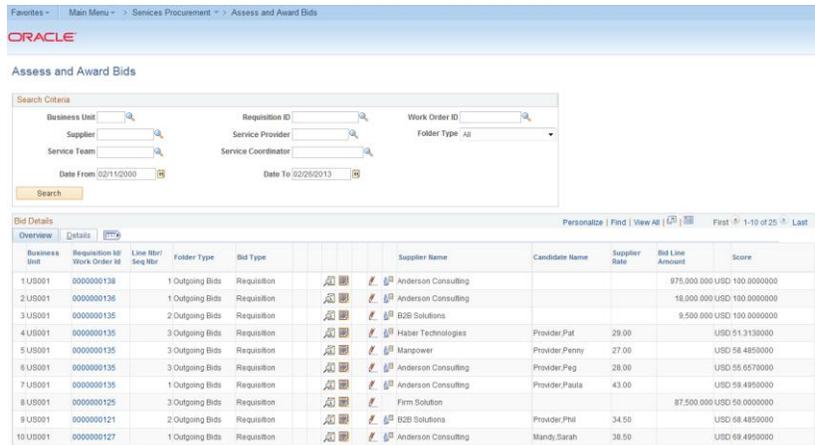


Figure 2. Assessment and Engagement of Supplier Service Order Bids

- Configure complex business rules, including vendor selection by location, category, status, and requested role type.
- Through a configurable alerts framework, notify suppliers about new requirements, managers about pending approvals, project/work order completion, and more.
- Prevent ineligible service providers from being used on a project. Providers are uniquely identified to indicate eligibility status, and the service coordinator is warned when a potential match to an ineligible provider has been submitted for consideration to a different supplier.
- Use supplier enablement tools to effectively collaborate with service suppliers.

Services Management

Once contingent workers have been engaged to provide services, organizations are able to track and manage the delivery of services by defining projects and activities; as well as capturing time, progress, expenses, and payments. More complex projects can be managed at the project level while remaining able to be sourced to multiple providers. Using multi-resource services, organizations can request, source, and invoice unique, individual service providers while simultaneously tracking all service providers in one project. Additional management of contingent workforce services are provided via the following:

- Functionality for service providers to log time against multiple projects, as well as

reporting flexibility based on shifts, assignments, or both.

- Ability for the timesheet approver to override time categories during the approval process.

Approve Timesheet
 Validate the timesheet details by reviewing the logged time. Select either Approve or Deny then submit your actions

Service Provider: Peg Provider | Time Template: Weekly, Daily Overtime
 Timesheet ID: SMP0000348 | Timesheet Name: SMP0000348
 Date From: 06/07/2009 to 06/13/2009 | Timesheet Status: Submitted
 Business Unit: US001 | Time Category Status: System Generated

Approve Time for Work Order

Work Order Name: PROJECT ORION | Work Order ID: DMO00000078000
 Job Title: Project Contractor | Currency Code: USD

Amount Details	
Labor Amount	141,984.00
Logged Amount	6,494.00
Available Amount	135,490.00
Timesheet Amount	1,683.00
Remaining Amount	133,807.00

Time Category	Sun 7	Mon 8	Tue 9	Wed 10	Thu 11	Fri 12	Sat 13	Hours	Amount
Standard		8.00	8.00	8.00	8.00	8.00		40.00	1,360.00
Overtime - Time and one half			1.00					1.00	51.00
Doubletime							4.00	4.00	272.00

Select	Status	Line Distribution	Billing	Hours	Amount
<input checked="" type="checkbox"/>	Submitted	1 Admin	Billable	15.00	578.00
<input type="checkbox"/>	Submitted	2 Benefits	Billable	17.00	578.00
<input type="checkbox"/>	Submitted	3 HR	Billable	13.00	527.00

Buttons: Approve, Deny, Hold, View/Adjust Timesheet

Figure 3. Centralized Approval Tools for Timesheets, Expenses, and Progress Logs

- Requisition, work order, timesheet, progress log, and expense approval workflow and email notification, with the ability to approve/deny directly within the email.
- Multiple time-based work order alerts can trigger events such as a mandatory performance review after a user-defined period of time has elapsed.
- Facility and security notifications for tracking and coordinating security badges, system logins, workstations, and more.
- Project-based tracking for fixed-fee and time-and-materials agreements.
- Expanded roles for contingent labor enable a single user to serve in multiple roles simultaneously, such as a service provider and a service coordinator.
- Support for Vendor Managed Services (VMS) directly in the application enables third-party staffing companies to manage contingent labor sourcing and operations on behalf of an organization.

Services Settlement

Once services engagements are underway, the invoicing and settlement processing capabilities enable approval of payments and creation of electronic three-way matching, avoiding the time, cost, and errors associated with paper-based processes. Complete financials integration ensures all service activities are properly accounted for under

projects or cost centers. In addition, the following services settlement capabilities are provided:

- Complete invoice administration, including configuration, submission, invoice printing, reports, and approval routing.
- Consolidate invoices by customer, supplier, or consolidation rules, such as purchase order by contractor, hiring manager, and more.
- Assignments can be paid on a time or per incident basis.
- Automatic, three-way matching between the purchase order, agreement, and approved service delivery.
- Visibility of Services Procurement invoice information from the Accounts Payable voucher.

Approval Workflow Framework

PeopleSoft Services Procurement utilizes a powerful and highly configurable Approval Workflow Framework to manage requisitions, work order transactions, time, expenses, progress logs, and invoices. The framework provides a centralized, flexible method of dynamically routing and approving documents, while displaying a graphical representation of workflow so users can easily discern how a request is progressing. For the convenience of approvers, a central mass approval page provides access to all pending transactions, and includes the ability to automatically reroute approvals as needed.

The screenshot displays the Oracle PeopleSoft Services Procurement interface for managing a work order. The top navigation bar includes 'Favorites', 'Main Menu', 'Services Procurement', and 'Manage Services Work Orders'. The Oracle logo is prominently displayed. Below the navigation, there are tabs for 'Details', 'Cost', 'Approvals and Alerts', 'Comments', and 'Service Summary'. The main content area shows the following details:

- Work Order ID: DMO00000075000
- Work Order Name: Code 57 Development Project
- Business Unit: US001
- US001 NEW YORK OPERATIONS
- Work Order Status: Open
- Supplier: Anderson Consulting
- Provider Contact: Meiller, Derrick

The 'Approver Information' section shows a 'Review/Edit WorkOrder Approver' window. It displays a 'Multi & Del Based Original WO' for 'Work Order : DMO00000075000:Initiated' under the 'Large Multi Resource Project'. The status is 'Not Routed' and the approver is 'Conyers, Carrie, WorkOrder Approver'. There is a 'Start New Path' button.

The 'Alerts and Notifications Info' section shows 'Using Work Order Alerts: Yes' and 'Alert Notification Method: Worklist Only'. Below this is a table of 'Work Order Alerts' with the following columns: Alert Description, Alert Value, Alert Type, Triggering Event, Role Distribution List, and List Details.

Alert Description	Alert Value	Alert Type	Triggering Event	Role Distribution List	List Details
Consumption 70 %	70	Percent Consumed		DL1 - REQ	
Work Order End - 20	20	Days Before	Projected End Date	DL1 - REQ	

At the bottom, there are buttons for 'Cancel Work Order' and 'Submit'. The 'Go To:' section includes 'Manage Services Work Orders' and 'Work Order History'.

Figure 4. Robust and Flexible Approval Workflow Ensures Proper Routing and Review

Integration Across the Global Enterprise

While PeopleSoft Services Procurement can run independently, it does leverage investment through deep integration with other PeopleSoft Enterprise applications. In addition, optional integration to third-party eProcurement, Payables, Projects, and/or time entry applications are enabled via XML support and flexible application interfaces.

Highlights of the robust integration across the enterprise include:

- PeopleSoft eProcurement enables organizations to manage the procurement of all goods and services by sharing workflows, vendors, and other common business processes with Services Procurement.
- PeopleSoft Purchasing integrates with Services Procurement to ensure a full and complete picture of all goods and services are provided, including contract activities and purchase orders.
- PeopleSoft Payables seamlessly integrates the supplier settlement process to perform matching validation between receipts, purchase orders, and self-generated invoices. The matching of “receipts” (time, progress, and expense) is not necessary in Payables because the information comes from Services Procurement pre-matched.
- PeopleSoft Project Costing shares projects and activities with Services Procurement to enable full project accounting on any transactions.
- PeopleSoft Resource Management provides organizations with the ability manage and assign internal and project-based resources. Assignments and service orders that cannot be sufficiently fulfilled with internal resources may be sent to Services Procurement for outsourcing to augment the project team.
- PeopleSoft Talent Acquisition Management enables customers to take advantage of Services Procurement to search for contingent workers as an alternate source of filling job postings in cases where in which the employee search has not been successful.
- PeopleSoft Human Capital Management (HCM) can serve as the system of record for all personnel, including contingent workers brought in to fill Services Procurement requisitions. The integration also leverages pre-established organizational hierarchies and competencies for total management of all human capital resources.

Comprehensive Analytics

PeopleSoft Services Procurement delivers comprehensive reporting and analytical tools to enable users to drill into key performance metrics, enabling better oversight on services spend. The following analytics tools are provided:

- Enterprise-wide historical usage reporting.
- Spend reporting by job type, service, supplier, project, and more.
- Current and historical headcount reports.
- Supplier performance metrics (e.g. response time, quality of service, number of responses by supplier, rates, etc.).
- Individual performance metrics.
- Requisition process tracking, such as open requisitions, submittals, and fill ratios.
- Decision support tools to analyze the effectiveness of the fulfillment process.



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Hardware and Software, Engineered to Work Together

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