



Case Study

Leveraging the power of PeopleSoft



Sudbury and Oakville are among the public-sector organizations applying PeopleSoft technology—and xwave expertise—to integrate administration.

In an effort to streamline administration, eliminate duplication, and lower costs, an increasing number of communities are consolidating their governments. The City of Greater Sudbury is one example. Formerly a region comprising eight municipalities, Sudbury amalgamated into the City of Greater Sudbury in 2001. The amalgamation involved integrating eight corresponding IT systems. To facilitate the process, Sudbury adopted Oracle's PeopleSoft enterprise resource planning (ERP) solution, PeopleSoft Enterprise.

“We chose PeopleSoft (Oracle) for a number of key reasons,” says Bruno Mangiardi, Sudbury's Director of Information Technology. “One was the fact that PeopleSoft (Oracle) is completely web-based—there's no client software that needs to be installed in each and every computer across the City.”



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*Bruno Mangiardi
Director of Information Technology
City of Greater Sudbury*

This feature alone, he points out, offers significant operational and cost benefits, particularly for an organization migrating from a terminal-based system implemented in the early 1990s.

“Another reason for choosing PeopleSoft (Oracle),” Mangiardi continues, “is its proven track record in municipal government—a lot of municipal agencies use it.”

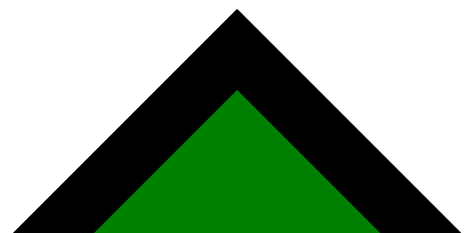
Almost immediately upon installation of the Financials 8 software, Sudbury’s sizeable paper flow was reduced to a trickle. In addition, the ability to create instant forms online greatly accelerated routine processes. “Where we once submitted a requisition and had to wait a number of days for the purchase order,” says Mangiardi, “we suddenly were able to put in the requisition and get the PO on the same day.”

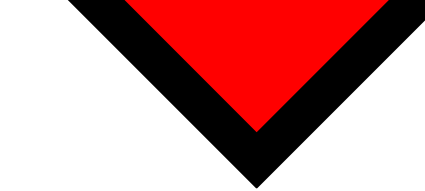
Clearly, Oracle’s PeopleSoft solution met Sudbury’s needs. However, over time, the City found it a challenge keeping pace with the necessary software patches—a routine part of the maintenance and upkeep of any software system. In 2003, Sudbury decided to opt simply for a full upgrade. An RFP was issued and, in May 2004, **xwave** was contracted to implement Financials 8.8.

Mangiardi says that **xwave’s** combined fixed price and knowledgeable technical support made its proposal very attractive. The implementation that followed lived up to the proposal’s promises. “They came in here with a detailed project charter, a full project team—and excellent PeopleSoft (Oracle) resources.”

xwave currently operates an Oracle Practice of more than 60 consultants who keep pace with the latest Oracle releases. The team significantly enhances the value of the Oracle suite of products for clients. For example, in an installation for Aliant, **xwave** customized Oracle’s PeopleSoft Pension Administration module for use in Canada.

In addition to fulfilling all of Aliant’s Oracle requirements, the organization also has long-supported organizations such as Nova Scotia Community College (NSCC). Since 2000, **xwave** has managed (among other components) NSCC’s three outsourced Oracle PeopleSoft Enterprise modules—Financials, HRMS, and Student Administration. The Student Admin module was the first implementation of its kind in Atlantic Canada.





As in the case of Sudbury, NSCC adopted Oracle to unify disparate IT systems—in NSCC’s case, the homegrown systems of 14 campuses across the province. The Oracle software has since brought about vast administrative improvements at the College, in everything from payroll procedures to the student-registration process. Robert Shedden, NSCC’s VP Administrative Services, credits **xwave** with taking the time to learn about his organization and its needs: “That’s one of the primary reasons we chose to outsource the management of this system to the organization.”

Similarly, Bruno Mangiardi of Sudbury notes the fact that **xwave’s** project manager remained onsite for most of the implementation. “And despite our moving the launch date from July to September—to ensure all our people were back from holidays when we went live—they re-jigged their resources to ensure they were on hand.” Sudbury went live with the Financials 8.8 upgrade on September 23rd, 2004.

xwave also implemented Oracle’s J.D. Edward’s EnterpriseOne Financials and HRMS applications for the Town of Oakville; going in to production at the end of 2004. Until then, Oakville has been using a competitor’s system along with many manual

methods. As Gord Lalonde, Oakville’s Director of IT, explains, “We opted for PeopleSoft (Oracle) because we want an IT foundation that’s integrated, stable and scalable.” He adds: “Geography; taxes and licenses; parks and rec; asset management, finance, HR—all these elements need to speak to one another in order to allow accurate and efficient processing of information.” He offers the example of people in purchasing and accounts payable who are working with the same list of suppliers and contractors, but who have, in the past, accessed differing databases. “All that information should be originating from one source,” says Lalonde. “Payroll, finance, HR—they, too, must be tightly integrated.”

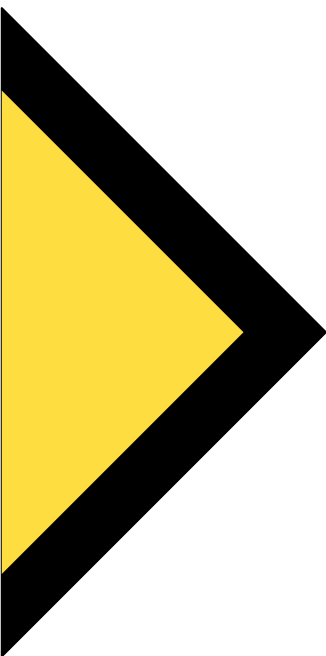
Lalonde speaks highly of **xwave’s** Oracle team—“and believe me,” he adds dryly, “I’ve seen the good, the bad and the ugly where IT installations are concerned.” He particularly notes the team’s ability to function as a cohesive unit.



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Also underway is **xwave's** upgrade for Halifax-based Capital District Health Authority (CDHA); CDHA provides core health services to approximately 40 percent of the population of Nova Scotia. This Oracle PeopleSoft Enterprise installation includes several HRMS applications that, among other things, will help CDHA administrators look after benefits more self-sufficiently, and will streamline recruiting and position management.

All of these organizations were, prior to **xwave's** involvement, familiar with Oracle and its ability to put people on the same page. However, the IT knowledge supporting these installations—and the transfer of knowledge upon completion—are critical to the software's ability to deliver. **xwave** ensures that Oracle does indeed deliver, and so meets clients' expectations. Sudbury's Bruno Mangiardi says simply: "Both **xwave's** technical expertise and knowledge-transfer were solid."

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