

Client Success Story



City of San Jose Saves Cost and Time with CedarCrestone's Upgrade Lab for Oracle's PeopleSoft HCM 8.9 Upgrade



BACKGROUND

Founded in 1777, San Jose was one of the first incorporated cities in California and the site of the first state capital. Today it is the largest city in the Bay Area, with a population of approximately 974,000 residents. The City of San Jose, also known as the Capital of Silicon Valley, is a world-renowned hub for technology and is known for having the largest concentration of technology expertise in the world - more than 6,600 technology companies employing more than 254,000.

CHALLENGES

San Jose had multiple reasons leading to their decision to upgrade. Foremost, support for HRMS 8.0 SP1 was coming to an end. They also desired to capitalize on the latest functionality and platforms offered by HCM 8.9, such as the various delivered eApps, which would allow them to take advantage of PeopleSoft technology. In order for the upgrade to be completed on time and on budget, San Jose knew they would need to engage with an experienced partner.

SOLUTIONS

CedarCrestone, after a prior success with the City of San Jose implementing eBenefits, was awarded the upgrade of the City's PeopleSoft HRMS 8.0 SP1 to HCM 8.9. The upgrade included a host of HCM modules: HR, Payroll, Benefits, Benefits Administration, Time & Labor, and employee Self-Service.

The City of San Jose chose to utilize a blended upgrade approach using both traditional on-site consultants for functional tasks and the CMS lab for the technical portion of the upgrade. Utilizing the CMS lab for the upgrade allowed the City to take advantage of cost and time savings and minimized the technical infrastructure burden typically required while providing the high level of knowledge transfer and training they desired.

The City of San Jose had requested that training would be performed post-upgrade. CedarCrestone utilized a training resource guide called UPK (User Productivity Kit), which is an interactive training tool designed to guide the user through the applications providing navigation steps/hints until they are able to perform their tasks independently.

Since the success of San Jose's upgrade to HCM 8.9, an implementation of Talent Acquisition Manager/Candidate Gateway went live in November 2007. CedarCrestone was again chosen as the implementation partner.



Industry	Public Sector
Services	Project management, technical and functional consulting for PeopleSoft upgrade from HRMS 8.0 to HCM 8.9 utilizing CedarCrestone's CMS Upgrade Lab. Training was also provided through Oracle's PeopleSoft UPK tool.
Modules	PeopleSoft HCM 8.9 Benefits eBenefits eProfile HR Payroll Time & Labor
Client since	2005

The City of San Jose has partnered with CedarCrestone for multiple successful implementations, adding the recently implemented Talent Acquisition Manager/ Candidate Gate to our list of implementations. They have provided our projects with talented resources, aggressive but executable project plans, and great attitude for our on-time implementations.

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