

Client Success Story

Hospitality Company Benefits from Improved Service during PeopleSoft Upgrade

Guest Services

Client Profile: Guest Services supplies hospitality management services at 250 facilities nationwide, including museums, hotels, resorts, conference centers, luxury condominiums, schools, retail stores, and state and national parks.

Industry: Services

Geography: Headquartered in Fairfax, VA with 250 client locations in the U.S.

Revenue: \$400 million USD

Employees: 3,000

Products Supported: PeopleSoft HR 9.1 (PeopleTools 8.5.1), PeopleSoft Financials 9.1 (PeopleTools 8.5.1)



"We realized we would have to start paying \$50,000 a year for payroll tax updates to our previous vendor since our PeopleSoft version didn't support those updates. We didn't have the appetite to spend \$50,000 annually, so we began looking to see if we could get those tax updates at a more compelling price — and it turned out Rimini Street bundles them in at no extra charge."

Steve Jacobs

IT Director
Guest Services

Guest Services upgrades PeopleSoft systems to 9.1 to support hospitality services for 35 million annual guests at facilities across the United States.

The Guest Services Challenge

For one hundred years, Guest Services has provided dining, lodging and leisure activities at resorts, conference centers, schools, museums and national parks across the nation. The company's services are customizable and can range from rustic historic lodging to luxury condominiums.

"We began using PeopleSoft software in 1999, and as a food service and hospitality management company, our model is fairly consistent. We're happy with the PeopleSoft product and believe it can handle pretty much anything we can throw at it," notes Steve Jacobs, IT director at Guest Services.

However, vendor support for Guest Services' customized PeopleSoft Financials 8.4 and HR 8.8 wasn't as strong as the software itself. "Before, we would try to figure out issues on our own because it was just easier that way. If we couldn't solve them, we would then recreate and test the issue in a separate database to prove the problem wasn't related to custom code before taking it to our previous vendor," Jacobs says.

Still, as Guest Services started its PeopleSoft Financials upgrade from 8.4 to 9.1, it renewed its support contract for one year. "We wanted to upgrade our PeopleSoft Financials applications to 9.1, so we renewed our agreement for another year and went down the upgrade path on this first upgrade," Jacobs says. "We then realized that our version of PeopleSoft didn't support the free payroll tax updates that our previous vendor provided. We didn't have the appetite to spend \$50,000 annually on updates, so we began looking to see if we could get those tax updates at a more compelling price — and it turned out Rimini Street bundles them in at no extra charge."

During the middle of this 9.1 upgrade, Guest Services made the decision to transition to Rimini Street.

Benefits

- **Created a software archive:** The team successfully upgraded from PeopleSoft HRMS 8.8 to 9.1 with independent support and retained the option to upgrade to 9.2 in the future.
- **Achieved upgrade flexibility and cost-effectiveness:** Long-term PeopleSoft maintenance and upgrades are ensured as needed by the business.
- **Avoided \$50K annual tax update costs:** Tailored tax, legal and regulatory updates are provided as part of the Rimini Street support program.
- **Stabilized PeopleSoft environment:** Guest Services now has a solid, stable 9.1 system in place for the foreseeable future.

“One of our goals was to become more flexible in our PeopleSoft applications upgrade strategy to be able to decide when and how we upgrade these tools. By archiving the PeopleSoft updates we were already entitled to, we were able to complete an upgrade while on independent support — and do it on our own timeline. If we want to upgrade in the future, that’s a choice we can make without outside pressure.”

Steve Jacobs

IT Director
Guest Services

For More Information

To learn more about Guest Services or to read other client success stories, visit www.riministreet.com/clients.

The Rimini Street Solution

“At first we were worried about making the transition to Rimini Street in the middle of our Financials upgrade because we were concerned it might lock us out from our previous vendor, leaving us stranded before all of our upgrades were complete,” Jacobs notes. “In the end, it was a very smooth transition that didn’t hamper our upgrade plans at all.”

In fact, Jacobs was impressed with Rimini Street’s support and onboarding process. “To get ready for future upgrades, the Rimini Street engineers did an excellent job helping us determine the programs and objects we were entitled to that we needed to archive for 9.2 so we wouldn’t be frozen on 9.1 if we choose to upgrade when the time is right,” Jacobs says.

After Guest Services completed the Financials upgrade, it forged ahead to upgrade HR to 9.1, opening several cases with Rimini Street related to the upgrade. “We had complete confidence that our Rimini Street Primary Support Engineer would be able to support our production environment, tax updates and custom code. We weren’t sure about the levels of support and expertise during the upgrade itself — which included migrating to a new server environment — but we were pleasantly surprised,” Jacobs says. “We have very high regard for the Rimini Street engineers who helped us throughout the upgrade process and ensured a smooth transition.”

Client Results

By moving to Rimini Street, clients have 24/7 access to the expertise they need. Guest Services gained three key benefits. First, Guest Services archived its PeopleSoft 9.1 HR software and utilized it to deliver a successful upgrade, while also creating an archive of 9.2 for the future. Second, Guest Services saved 50 percent over its original vendor support fees, without accounting for cost savings associated with supporting customized code or resources that can now focus on mission-critical projects, as opposed to break/fix support. And third, Guest Services now receives tax, legal and regulatory updates without being saddled with an extra annual \$50,000 price tag.

All of this, Jacobs says, has helped Guest Services improve the quality of support for its internal customers. The PeopleSoft 9.1 systems provide a stable software base it can build around — and even customize — for years to come, while still preserving the flexibility to upgrade to 9.2 if deemed necessary for the business.

“Any time we use Rimini Street to help solve a problem, that frees up our own experts to refocus on user issues or key projects,” he notes. For instance, Guest Services is evaluating a solution that will help onboard new hires at hundreds of different locations, as well as provide an easy-to-use portal for employees to access hours and benefits.

“One of our goals was to become more flexible in our PeopleSoft applications’ upgrade strategy to be able to decide when and how we upgrade these tools,” says Jacobs. “Thanks to Rimini Street, we’ve successfully done that.”

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