

Rimini Street Application Management Services for PeopleSoft

An Integrated Combination of Application Management and Support Services

Business Challenge

Challenges in PeopleSoft staffing and operations are on the rise. Companies may not have enough skilled staff members or bandwidth to proactively manage their PeopleSoft systems. But applying bug fixes and necessary tax, legal, and regulatory updates are critical to maintain compliance.

The number of organizations outsourcing application management services (AMS) has been dropping steadily since 2015! The downward trend of customer satisfaction with vendor AMS is part of the decline. Lower-skilled analysts may not understand how software and customizations are designed to work, and expensive AMS consultants push for more modern platforms. How can an organization efficiently complete critical PeopleSoft maintenance tasks without replatforming or repaying for what it already owns?

Solution Overview

Rimini Street Application Management Services (AMS) for PeopleSoft complement existing Rimini Street support and deliver exceptional longevity and flexibility in maintaining, enhancing, and managing those applications.

The services are ideal for companies that need to:

- Lower interoperability costs by improving productivity and streamlining maintenance for an aging IT infrastructure
- Free up budget and operational bandwidth
- Scale operations for applying new bug fixes
- Reduce operational delays and inefficiencies around tax, legal, and regulatory updates

Services

Rimini Street AMS for PeopleSoft require an active Rimini Street support agreement.

Rimini Street Application Management Services for PeopleSoft			
Integrated Application Management and Support (ITIL Levels 2, 3, 4)	<ul style="list-style-type: none"> - Restore normal operation, minimize impacts on business operations - Manage incidents with root cause analysis and correction - Review and classify priorities on a weekly basis 	Service Design	<ul style="list-style-type: none"> - Coordinate design - Develop new BI publishing reports - Architect data fixes - Initiate workflow changes - Design and build new trees - Create and develop custom reports
Service Transition	<ul style="list-style-type: none"> - Lead change management - Support release and deployment management - Provide service validation and testing - Deliver functional, technical, and user documentation on all developed solutions - Formulate and execute test scripts for application capabilities and recommended fixes 	Service Operation	<ul style="list-style-type: none"> - Establish background process management - Lead incident management - Address request fulfillment - Deliver problem management - Fix or restart failed jobs - Implement user administration and security requests
Continual Case Improvement	<ul style="list-style-type: none"> - Recommend changes to training based on incident volumes and trends 	Rimini Street Watch™ for PeopleSoft	<ul style="list-style-type: none"> - Combine the most-common alerts and monitors for PeopleSoft applications - Identify application and performance issues before they become problems - Allow proactive diagnostics and web-based dashboards

Supported Components

- ✓ PeopleTools
- ✓ Application Workflow Engine
- ✓ Crystal Reports
- ✓ Integration Broker/Application Messaging
- ✓ Process Scheduler
- ✓ SQR
- ✓ PeopleCode
- ✓ BI Publisher
- ✓ Digital Certificates/SSL
- ✓ PeopleSoft Directory Interface (PDI) and LDAP
- ✓ PS/nVision
- ✓ Tree Manager
- ✓ Application Engine
- ✓ Component Interface
- ✓ Fluid
- ✓ PeopleSoft Security Hierarchy
- ✓ PeopleSoft Update Manager (PUM)
- ✓ Realtime Event Notification (REN)

Benefits

By leveraging Rimini Street AMS, clients benefit from:

Better Model	Better People	Better Outcomes
<ul style="list-style-type: none"> - Software support without unnecessary development or manufactured project work - Simplified operating model for maintaining system stability - Integrated AMS focused exclusively on support 	<ul style="list-style-type: none"> - Expert engineers delivering improved service levels, necessary enhancements for the business - Improved case resolution ownership and accountability - More consistent service delivery with fewer escalations 	<ul style="list-style-type: none"> - Focus on client success versus closing tickets - Simplify operations, lifespan, and value of existing systems - Unlock budget, resource, and time savings to fuel digital and cloud services

LEARN MORE

Learn more about Rimini Street AMS for PeopleSoft

<https://www.riministreet.com/contact-us>

About Rimini Street, Inc.

Rimini Street, Inc. (Nasdaq: RMNI) is a global provider of enterprise software products and services, the leading third-party support provider for Oracle and SAP software products, and a Salesforce® partner. The company offers premium, ultra-responsive, and integrated application management and support services that enable enterprise software licensees to save significant costs, free up resources for innovation, and achieve better business outcomes. Global Fortune 500, midmarket, public sector, and other organizations from a broad range of industries rely on Rimini Street as their trusted enterprise software products and services provider.

Worldwide Headquarters

3993 Howard Hughes Parkway, Suite 500, Las Vegas, NV 89169, USA Phone: 702.839.9671 Toll-Free 888.870.9692
 riministreet.com | linkedin.com/company/rimini-street | twitter.com/riministreet

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