Client Success Story

Global Manufacturer Solves Interoperability Challenges in Customized PeopleSoft System

Global Manufacturer

Client Profile: With more than 55,000 products sold in nearly 200 countries, this manufacturer is a leader in dozens of markets — from healthcare and highway safety to office products, abrasives and adhesives.

Industry: Manufacturing

Revenue: $30 billion USD

Employees: 88,000

Applications: PeopleSoft HCM/FSCM 8.8; JD Edwards EnterpriseOne 8.12; and Siebel 8.1.1.3/8.1.1.4

Hardware/Operating System: PeopleSoft: Database: DB2 for z/OS on IBM mainframe/ AIX and Windows NT Servers; Siebel: SQL Server/Windows

"The deep technical expertise of Rimini Street's engineers, plus their ability to understand and advise on the 'big picture,' made Rimini Street an instrumental partner in this process."

IT Manager
Global Manufacturer

A manufacturing powerhouse that employs 88,000 people in more than 70 countries, this company relies on PeopleSoft, JD Edwards and Siebel to support its daily operations.

The Global Manufacturer Challenge

In 2012, as the manufacturer considered its strategic applications roadmap, it identified a need to upgrade its PeopleTools release level. Understanding the need to keep its enterprise software systems current, the company realized this was an ideal time to evaluate opportunities for maximum interoperability. In the course of this evaluation, the manufacturer discovered that Rimini Street offered options that could enable it to manage a number of daunting technical challenges faced during the upgrade process.

The manufacturer decided to upgrade its PeopleTools release level from 8.48 to 8.51.14 for its installed PeopleSoft 8.8 Financials and Supply Chain Management (FSCM) applications. Driving the decision were two major factors: first, the need to upgrade a fleet of aging Windows machines to Windows 2008 in order to retain operating system support; and second, the need to prepare for an eventual database upgrade.

The PeopleTools FSCM upgrade was completed in November 2012. But in spite of thorough testing, critical unforeseen performance issues came to light in the production environment, with users having their web sessions time out in the middle of transactions or getting a "busy cursor" indication in their browsers — resulting in a compromised ability to perform their jobs. The problem was complex because it was intermittent and non-replicable, and occurred only in the production environment and never in QA or other test environments.

Benefits

– Customization Support: Issues in a customized environment supported as part of standard premium support program

– Network Troubleshooting: Engineers look at the entire technology stack to resolve client challenges, not just enterprise applications

– Database Performance Analysis: Recommendations provided above and beyond application support as part of comprehensive technical assessment

The Rimini Street Solution

In response to the critical issues and complicating factors described above, the Rimini Street team not only provided resolutions, but exceeded expectations, leaving the manufacturer with a more robust system. "The deep technical expertise of Rimini Street's engineers, plus their ability to understand and advise on the big picture, made Rimini Street an instrumental partner in this process."

The issues reported were in a customized environment and could not be reproduced on demand. However, Rimini Street supports modified code as part of its standard support contract. A senior technical architect visited the site to better assist the manufacturer's team in troubleshooting.

The system's premature logout issue was related to the load balancer. Rimini Street recommended load balancer changes which resolved the issue. Rimini Street resolved the "busy cursor" issue with various configuration updates. These updates allowed the system to recover from long-running queries.

Client Results

In resolving the issues encountered in the manufacturer's PeopleTools upgrade, the IT team received onsite support, consultation and recommendations on the manufacturer's strategic technology road map including a detailed report summarizing the issues and their resolutions. Says the manufacturer's Director of IT Finance Systems, "There were some difficult issues for all of us to resolve. Many individuals were involved and we appreciated that Rimini Street called in all the necessary specialists to get the job done. It was an efficient team effort with great communication channels."

The manufacturer and Rimini Street teams are continuing to meet periodically to outline and review the technology roadmap. Rimini Street will address upcoming technology changes that are on the horizon; discuss any of the company's concerns as they arise; and continue to provide guidance and best practices based on its experience supporting hundreds of clients.

With a collaborative plan that helps future-proof its enterprise systems— extending the life of enterprise applications while allowing a flexible IT architecture— this global manufacturer will be able to maintain interoperability of its legacy customizations with new client configurations and keep overall system performance tuned as technologies change.

For More Information

To read more about this Global Manufacturer or to read other client success stories, visit www.riministreet.com/clients.

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