SOAIS
Putting Customers First

SOAIS Provides Tax Update Services to Oracle Customers

Customer Benefits

SOAIS'solution allowed Oracle customers using PeopleSoft HCM versions that are not currently supported by Oracle's bundles/ tax updates to stay current with the latest changes delivered through these updates (impacting HR processes and Payroll functioning)

▶ The level of support provided to the customers helped them apply the changes at their end with a limited workforce

▶ Our solution also helped in improving the customers readiness to upgrade to the latest versions of PeopleSoft which are currently supported by Oracle

Background

Oracle Financial Services Software Limited, majority-owned by Oracle, is a world leader in providing IT solutions to the financial services industry. Oracle Financial Services business process outsourcing (Business Services) excels in providing cost-effective, high-quality Business Services for the banking, capital markets, and asset management domains. This comprehensive ecosystem of Business Services is packaged around software applications and backed by a mature process and consulting framework.

Oracle releases tax updates and bundles multiple times in a year to allow customers stay current with the latest updates to support new and changed tax laws, tax rates, garnishment rules and updated programs/ processes. This option is only available to Oracle customers using PeopleSoft HCM version 8.81 and above.

Customer Requirements

Oracle provided SOAIS an opportunity to provide the same updates in a cost effective manner to Oracle's customers, who chose to remain in their earlier version of PeopleSoft HCM. These customers were struggling to maintain their PeopleSoft systems and stay updated with the latest changes (including enhancements and bug fixes) like tax rules/ rates/ calculations – which in-turn was impacting their HR processes and Payroll functioning.

Oracle entrusted SOAIS to execute this key engagement, as they were offered a global blended delivery solution with the following key benefits:

▶ Being a specialized PeopleSoft HCM solution provider, SOAIS brings in years of HCM implementation expertise, best practices and proven project delivery methods.

▶ Our experiences with delivering Tax Update services under the Oracle / PeopleSoft Global Services umbrella allowed us to deliver cost effective solutions.

▶ A trusted and flexible partner in delivering the services while keeping Oracle's customer interests ahead of ours.

About SOAIS

SOAIS is a leading enterprise IT solutions provider. With its best practices, and global collaborative workforce, it helps the business functions work faster, cheaper and better, offering a full spectrum of technology solutions in the arena of PeopleSoft, WorkSoft, SAP, Oracle Fusion, and niche technology areas such as mobility.

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SOAIS SOLUTION

As part of this engagement, SOAIS supported multiple Oracle customers, from 2012 onwards, running their HRMS/ Payroll on PeopleSoft HCM versions 7.5 to 8sp1:
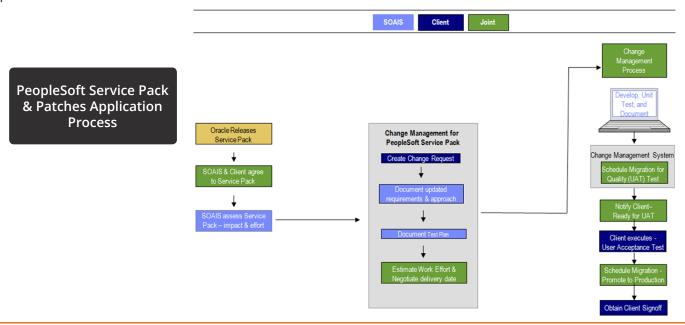
- Providing Oracle customers with the tax updates/ bundles solutions retrofitted to their existing PeopleSoft versions
- Providing functional & technical assistance and PeopleSoft system administration support till the updates reflect correctly in their production environment
- Helping Oracle customers to stay fully prepared to move their PeopleSoft systems to the latest versions (ones that are supported by Oracle)

SOAIS provided end to end Tax Update/ Bundle application services including the following for several Oracle customers:

- Analyze the Tax update/ Bundle
- Make retrofit decisions
- Identifying the Retrofit Objects
- Identifying the non-retrofit objects/Reasons
- Apply/ develop changes related to retrofit decisions
- Develop Test script / scenario
- End to end testing in local/ Oracle/ customer environments
- Environment planning
- Migration of changes through agreed migration path
- Continuous support to each customer until their next payroll cycle

Some of SOAIS achievements include:

- Successful delivery of Tax updates for versions 7.5 and 8sp1 with nominal post delivery defects (ranging between 0 to 2 defects, throughout the engagement)
- Always delivered in stipulated timeframe of 3 weeks (Year-end updates were delivered within 10 days only to help the clients stay on track with their year-end processing schedule)
- Provided complete end to end functional, technical and system/ database administration support to customers, demonstrating strong capability in multiple version of PeopleSoft HCM, PeopleSoft HR and Payroll processes and COBOL
- Administering the entire infrastructure – accessible round the clock from US and India – with minimal connectivity/ performance related issues

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