Industry:
Local Government

Headquarters:
Canada

Employees:
1,900+

Revenue:
$3b+

Supported products:

- PeopleSoft HCM 9.1
- PeopleTools 8.51.05
- PeopleSoft FSCM 9.1
- PeopleTools 8.52.09

Select Supported modules:

- Enterprise Human Resources
- Enterprise Time And Labor
- Enterprise Benefits Administration
- Enterprise Payroll For North America
- Enterprise Activity Based Management
- Enterprise Billing
- Enterprise Payables
- Enterprise Receivables
- Enterprise General Ledger
- Enterprise Inventory
- Enterprise Project Costing
- Enterprise Purchasing
- Enterprise Asset Management
- Enterprise Budgets

North American Government Organisation Avoids $10 Million in Oracle Support Costs

This local government organisation operates Canada's third-largest business hub. It manages thousands of employees and handles a multi-billion-dollar annual budget.

THE PROBLEM

The municipality faced a major setback to its PeopleSoft support when it was attempting to finish a major ERP project.

In 2014, this government organisation transitioned its PeopleSoft (FSCM & HCM) support and maintenance to an alternative third-party support provider. The goal was to redirect savings from support costs into a planned ERP replacement project. Unfortunately, that strategy was disrupted in 2024 when its provider no longer offered PeopleSoft services. At that point, the municipality was still in the early stages of its ERP project and needed to stay on track while continuing to meet Tax, Legal, and Regulatory (TLR) update requirements within their existing PeopleSoft environments. However, returning to vendor support would have resulted in more than $10 million in maintenance fees and over a year of work to upgrade the PeopleSoft systems to a version eligible for TLR updates.

In addition, the municipality required robust security support. With Canada experiencing a surge in cyberattacks targeting government agencies, the municipality needed to find a provider capable of delivering strong security assurance for its PeopleSoft environment.

THE SOLUTION

The municipality discovered Support Revolution, a third-party provider that could transition services seamlessly while providing the necessary TLR updates others couldn't. Support Revolution handled all aspects of the PeopleSoft support transition with little involvement from the municipality, which was instead able to drive its ERP migration forward

and deliver on other IT-focused projects. To mitigate the security concerns, Support Revolution provided a security review along with Oracle database and WebLogic hardening guides. These support additions were a huge value-add, ensuring the PeopleSoft landscape remained secure, given the rise in cybersecurity incidents.

THE BENEFITS

Complete support and unaltered IT roadmap:

Support Revolution's services for PeopleSoft allowed the municipality to continue its set IT roadmap and proceed with its PeopleSoft ERP replacement project. The internal team members were able to focus on next steps for the ERP replacement project. During this phase, Support Revolution would continue to support the existing PeopleSoft landscapes for as long as needed.

Continued TLR deliveries for PeopleSoft:

As the municipality was already in process with its PeopleSoft ERP replacement project, it didn't have the time to outsource critical payroll processing to another provider. Support Revolution allowed the municipality to keep its existing PeopleSoft landscape supported and continue receiving the critical TLR updates needed to process employee payroll compliantly to governmental standards.

PeopleSoft security assessment:

Support Revolution also offered a complimentary security assessment of the municipality's supported HCM and FSCM PeopleSoft landscapes to help ensure that employee and personal data within its systems remained secure and protected. As security for government agencies and organisations is extremely important, this free-of-charge security assessment helped to prove to the IT team at the organization that Support Revolution was the right choice for their PeopleSoft support.

> **Transitioning to Support Revolution was surprisingly seamless. Their team stepped in to project manage every step of our move to third-party PeopleSoft support, allowing our IT team to remain focused on the projects at hand. The service we receive from Support Revolution is beyond excellent. We feel that our decision to partner with Support Revolution is a huge value to our business.**

– Digital and Technology Lead - ERP Transformation