



## PeopleSoft service line

# Telus Sourcing Solutions – Hamilton Health Sciences

### Solution Overview

#### Industry

Healthcare  
Alternate Service Delivery (ASD)

#### Application

PeopleSoft HCM 8.9

#### Solutia SDO

Suite 300  
2916 South Sheridan Way  
Oakville, ON  
L6J 7J8  
(905) 829-8210



## Project Highlights

- Upgrade HCM 8.9 from 8.3
- Transition to outsourcing ASD
- Transition to SQL Server from Oracle
- On Time / On Budget
- **High User Satisfaction**

## Background

HHS had decided to outsource HR / Benefit / Recruitment / Time&Labour / Payroll functions to TSS.

TSS assumed staff from HHS and agreed to upgrade the existing PeopleSoft Human Capital Management (HCM) system to v89.

Oracle was engaged to perform the upgrade tasks with support from TSS technical group based in Victoria, BC

HHS IT was also part of the process for transitioning PeopleSoft from HHS infrastructure to TSS hosting.

## Introductions

Telus Sourcing Solutions (TSS) provides Alternative Service Delivery solutions for human resources to clients across Canada.

Hamilton Health Science (HSS) is the largest single employer in the City of Hamilton (Ontario) with 10,000 employees

Solutia was engaged to manage the upgrade project which engaged stakeholders from different organizations

*“We measure our  
**success** by the  
success of **our**  
**clients**”*



## Approach

Completed a Project Charter that integrated Oracle's methodology into a common project plan suitable for all stakeholders

Project lasted 8 months covering

- Fit Gap & Design sessions (Apr-May);
- Strategies for Risk Management, Communications, Conversion, Change Management, Deployment, Training and Testing.
- Conversion and Development (Jun-July)
- Testing and Training (Aug-Sep)
- Implementation (Oct)

Status reports were delivered bi-weekly to TSS/HSS Steering Committee and project team

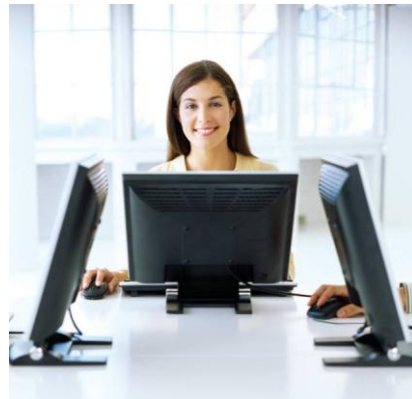
Constant communication was significant in achieving project acceptance in this first outsourcing arrangement for Hamilton Health Sciences Human Resources and Payroll

## Successes

Implementation of new HCM 8.9 software proceeded smoothly for 600 users on hosted site using SQL Server.

There were no significant post-implementation issues.

Payroll delivered the first pay with no delays



## Challenges

Oracle to SQL server (TSS standard) required more effort than anticipated

TSS Technical was remote by 3 time zones from Oracle technical team

Managing accord regarding differing viewpoints of the project being a Technical Upgrade versus Functional Re-engineering of the software

The Project Charter was often referenced to resolve differences allowing the project to achieve success within budget and timelines

### Aims & Objectives

- Objective was to upgrade to PS HCM 8.9 with as little business disruption to HHS as possible

- Processing was transitioned from HHS in-house to TSS data centre

- The upgraded software would position HHS to take advantage of Employee Self-Service functionality

“most successful project in meeting expectations” – Client Sponsor

“upgrade was completely effortless in the eyes of our partner HHS” – Project Sponsor