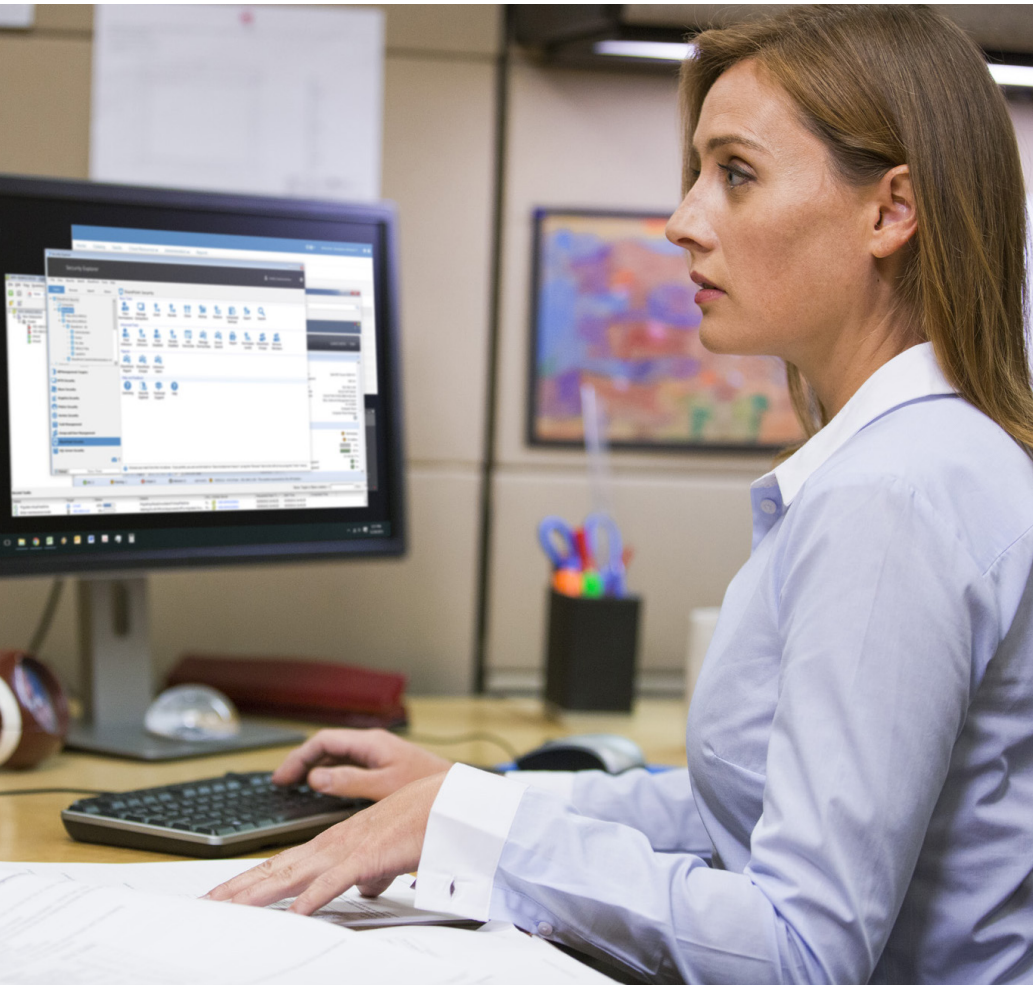


Science center improves efficiency 25% with Stat™ for PeopleSoft™

Major health science center realizes a 25 percent improvement in developer efficiency, prevents hours of costly downtime, and improves security and compliance with Stat for PeopleSoft.



“Stat’s object versioning capability allows us to automatically compile external modules as they are migrated through the workflow.”

*Systems Administrator
Administrative Technology group*

CUSTOMER PROFILE

Company	Healthcare
Industry	United States
Country	Unde Omnis
Employees	6,000

BUSINESS NEED

To improve efficiency, a health science center needed to automate its manual change control processes and automatic versioning for PeopleSoft applications. Employees had to physically route forms across locations for signoff; developers were overwriting each other’s code; and business suffered when lengthy system downtime was required.

SOLUTION

By implementing Stat for PeopleSoft, the center was able to automate change control workflows. The center increased overall development efficiency by 25 percent and significantly reduced code rework and costly downtime. Moreover, Stat’s complete audit trail improved security and accountability.

BENEFITS

- Increased development efficiency by 25 percent
- Significantly reduced code rework by 10%
- Prevented hours of downtime by reducing the need for database refreshes
- Improved security, compliance and accountability with a complete, automatic audit trail

SOLUTIONS FEATURED

- Database

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*Systems Administrator
Administrative Technology group*

MANUAL CHANGE CONTROL PROCESSES FOR PEOPLESFT APPLICATIONS ARE INEFFICIENT.

A major health science center’s Administrative Technology Department had established a manual change management system for versioning and change control of its critical PeopleSoft systems. These applications included FMS, HRMS and student information systems. However, since the systems were complex and changing constantly, manually managing application change proved to be very inefficient and error prone. Since workflow was not automated, communication was difficult. This made it difficult to implement updates, patches and fixes and to avoid overwriting customized code.

“Manual change management workflow and communication throughout a 26-floor building and nine schools scattered across a three-mile radius definitely posed a challenge for us,” said the systems administrator responsible for Stat configuration and updates. “We wanted to eliminate the current change management system that required people to complete 12-page forms and manually route them for physical sign-offs.”

WASTED TIME, PLUS SECURITY AND COMPLIANCE CONCERNS

Moreover, because of the lack of communication during projects, developers frequently overwrote one another’s code, forcing the team to rely on backups to recover prior code.

“Several developers were working on the same module simultaneously, inadvertently overwriting one another’s code,” said the systems administrator. “And then it would take time to identify and correct the overwritten code.” Developers also found it difficult to implement updates, patches and fixes effectively, and to avoid overwriting customized code, which raised security

and compliance concerns. “We also received pressure from auditors to standardize and more effectively manage our system changes,” added the systems administrator. “And upper management was concerned about the inability to identify when and what changes were made to a system.”

The systems administration team recognized that the health science center needed better visibility and control over code management, performance and productivity. “We needed a tool that featured automatic versioning of internal objects with the ability to report on system activity and maintain an audit trail. Basically, we wanted a tool that would automate, streamline and replace the entire cumbersome manual change management process,” said the systems administrator.

THE ONLY SOLUTION ABLE TO VERSION CONTROL INTERNAL OBJECTS

The health science center was required to conduct an open bid proposal and define requirements for a change management tool. “We reviewed other change management products; however, Stat for PeopleSoft proved to be the only software able to version-control the internal objects,” said the systems administrator. “That alone was a major justification for the purchase.”

“Plus, Stat’s object versioning capability allows us to automatically compile external modules as they are migrated through the workflow,” added the systems administrator. “That really sealed the deal for us.”

TECHNOLOGY AT WORK

SOFTWARE

Stat for PeopleSoft

A 25 PERCENT INCREASE IN DEVELOPMENT EFFICIENCY

Stat's versioning feature prevents developers from inadvertently overwriting one another's code or losing changes. And because all PeopleSoft objects and flat files are versioned and stored indefinitely in the Stat repository, developers can easily review prior changes, isolate system problems and roll back to a prior version.

In fact, since implementing Stat for its PeopleSoft FMS application several years ago, the health science center has experienced a significant decrease in resources allocated to code rework due to the loss of code or developers overwriting each other's code. The health center also realized a 25 percent increase in efficiency and time savings in the overall code lifecycle.

"With Stat, our developers are able to actually move and manage more code through the system, without needing to increase our staff. As a result, our team is able to focus more on important projects rather than on repairing code," the systems administrator said. "It's certainly made my job easier."

ENSURING ACCOUNTABILITY AND COMPLIANCE WITH A COMPLETE AUDIT TRAIL

Stat enables the center's system administrators to track the entire lifecycle of a change management package,

including emailing notification to system users. Stat can also maintain and manage a large volume of code throughput and creates an automatic audit trail, which increases accountability during all phases of a PeopleSoft deployment, including implementation, production support, migrations and upgrades.

AUTOMATIC SYNCHRONIZATION ACROSS LOCATIONS REDUCES COSTLY DOWNTIME.

By automatically keeping code in sync across, Stat has reduced costly downtime for the business. "Stat's ability to compare a single piece of code across two different domains, to synchronize all of the locations, was also a welcome feature," said the systems administrator. "With Stat, we can keep copies stored on various servers in sync when an object is moved, and automatically execute and verify FTP moves, which saves us a lot of time and prevents unnecessary database refreshes."

For example, in the past, the health center was forced to shut down a critical system responsible for managing the center's payroll for 24 hours to execute a complete database restore—a costly business interruption for the health center's 6,000 employees. With Stat, deleted or modified objects and files can be easily recovered or rolled back to a prior version without performing a database restore, preventing such downtime.

"Stat has resolved all of our change management issues, fit into our business process design and provided the features we needed in a versioning and change management tool," concluded the systems administrator.

The health center's developers also use Toad™ for Oracle®, Spotlight™ for WebLogic and have plans to investigate Toad™ for DB2® and Spotlight™ on DB2® LUW.

ABOUT QUEST

Quest helps our customers reduce tedious administration tasks so they can focus on the innovation necessary for their businesses to grow. Quest® solutions are scalable, affordable and simple-to-use, and they deliver unmatched efficiency and productivity. Combined with Quest's invitation to the global community to be a part of its innovation, as well as our firm commitment to ensuring customer satisfaction, Quest will continue to accelerate the delivery of the most comprehensive solutions for Azure cloud management, SaaS, security, workforce mobility and data-driven insight.

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