



Reducing Operational Risk with Flexible Oracle PeopleSoft Managed Services

Challenge

A public sector organization relied on Oracle PeopleSoft to support critical finance and human capital management (HCM) operations. However, the organization faced increasing operational risk due to staff attrition, upcoming retirements, and the loss of key cross-functional knowledge, including the only internal resource with combined PeopleSoft functional and technical expertise.

The internal PeopleSoft team was small, with limited bench strength and growing concerns around continuity, knowledge transfer, and long-term sustainability. The primary internal functional lead supported both HCM and Finance and had limited remaining availability as retirement approached.

In addition, a previous vendor had focused primarily on system monitoring and tool upgrades, providing minimal functional support. The organization sought to move away from fragmented, ad hoc time-and-materials consulting toward a more consistent, governed, and outcome-oriented support model. Flexibility, public sector experience, and the ability to support an accelerated transition timeline were critical requirements.

Solution

The organization chose INSPYR Solutions as a trusted partner that met these requirements. Our team implemented a PeopleSoft managed services model designed to operate as an extension of the client's IT organization, providing continuity and

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depth of expertise without displacing internal staff. The engagement was established through the HGACBuy Cooperative Purchasing Contract, which allows for contractual flexibility and rapid access to specialized skill sets. Key elements of the solution included:

- **Managed Services Coverage:** A 40 hour per month managed services allocation with rollover and burst flexibility to accommodate changing priorities.
- **Comprehensive PeopleSoft Support:** Functional and technical coverage across PeopleSoft Financials and Supply Chain Management (FSCM) and HCM, including integrations, reporting, infrastructure support, security, and functional analysis.
- **Backline Escalation Model:** INSPYR Solutions provided L2/L3 backline support, while the client retained first-line end-user triage, preserving internal ownership and familiarity.
- **Structured Governance and Communication:** Weekly governance and review meetings during onboarding, with cadence adjustable over time as the engagement matured.
- **Three-Phase Transition Approach:** A structured transition process consisting of documentation and architectural review, shadowing and reverse-

shadowing, and a gradual transition to steady-state operations.

- **Vendor and Roadmap Alignment:** Clear escalation paths and coordination with existing vendors, along with support for upcoming initiatives such as PeopleSoft Tools upgrades and Fair Labor Standards Act (FLSA) configuration guidance.

The managed services model emphasized collaboration, knowledge transfer, and risk mitigation while providing flexibility to adapt as workforce transitions accelerated.

Outcome

The engagement delivered meaningful operational and strategic benefits including:

- Increased stability during workforce transitions and upcoming retirements.
- Reduced operational risk through consistent, integrated Oracle PeopleSoft support.
- Improved visibility, governance, and predictability compared to ad hoc consulting.
- Successful knowledge transfer to preserve institutional and system expertise.
- A scalable support foundation to enable future enhancements and upgrades.

INSPYR Solutions was positioned as a trusted long-term PeopleSoft partner, supporting continuity and modernization rather than short-term staff augmentation.

Client Profile

The client is a public sector organization that relies on Oracle PeopleSoft to support finance, human resources, and enterprise operations in a highly regulated government environment.

Technologies Supported

COBOL, Oracle PeopleSoft, PeopleSoft FSCM, PeopleSoft HCM, PeopleSoft Tools, SQL.

About INSPYR Solutions

Technology is our focus and quality is our commitment. As a leading expert in delivering flexible technology and talent solutions, we strategically align industry and technical expertise with our clients' business objectives and cultural needs. Our tailored offerings include a wide variety of professional services, project solutions, managed services, and talent resources, all bolstered by our strategic partnerships with cutting-edge technology services. By always striving for excellence and focusing on the human aspect of our business, we work seamlessly with our talent and clients to match the right solutions to the right opportunities. Learn more about us at inspyrsolutions.com.