



SOLUTION BRIEF

What is the Block-of-Dollars Application Management Support Offering?

Sierra-Cedar's Block-of-Dollars (BOD) is a flexible Application Management Support (AMS) offering for PeopleSoft applications and AWS Infrastructure Managed Services starting at \$5,000 per month. The service provides on-demand access to approximately 225+ senior, geographically distributed specialists who address client-specific needs. Multiple monthly tiers are available to match each organization's scope and budget.

Services Provided Using the AMS BOD

PeopleSoft Application Updates/PUM

- PUM application updates keep your PeopleSoft environment patched and up-to-date
- Provide customized analysis of PUM releases and apply selected elements of PeopleSoft 9.2
- Update Images using PUM and Change Assistant
- Apply bundles, tax updates, etc., using Change Assistant for Pre-PS 9.2 apps

Technical Development

- PeopleSoft application development provided by an experienced team with varied skill sets across HCM, Finance, Campus Solutions, and Portal (Interaction Hub)
- Sample development activities may include Customizations, Reports/Interfaces, projects/change requests and enhancements.

PeopleSoft Application Administration

- Services provided by experienced PeopleSoft Administrators and Database Administrators
- Sample activities: Production Support tasks, Environment Builds, Database Upgrades/patching, Refreshes/back-ups, Performance Tuning, and Integration

Infrastructure Managed Services

- Integrated AWS Infrastructure Managed Services provide services such as architecture design, security hardening, performance and cost optimization, and patching support for workloads running in AWS

The Block-of-Dollars (BOD) program requires a minimum one-year commitment, allows unused dollars to carry forward month-to-month within each calendar quarter, and offers defined hourly rate cards by consultant role and delivery model—Remote Onshore, Remote Offshore, and on-location consulting.

Advantages of BOD AMS



A “Good Fit”

Specialized skill sets, both functional and technical, for specific client-related tasks



Flexible

Significant flexibility of tiered blocks of client-requested tasks dollars with monthly rollover within each calendar quarter



Appropriate Utilization

Effective and efficient utilization of a shared-pool of resources with a variety of skill sets



Value

“Right shore” efforts to provide value; utilization of shared resource pool; choose onshore (US), offshore (India), or onsite

Why Sierra-Cedar

- ✓ Stable, long-term provider of PeopleSoft and AWS (26 years for PeopleSoft)
- ✓ 65+ clients leveraging Sierra-Cedar’s PeopleSoft application, technical, and AWS management services
- ✓ Highly skilled Onshore and Offshore resources to support your applications
- ✓ Access to an expansive knowledge base of resources in all PeopleSoft pillars, modules, and versions of PeopleSoft
- ✓ Access to highly-skilled employees to support client’s AWS Infrastructure
- ✓ Innovative AWS Cloud Native Services that can plug into the client’s business processes
- ✓ Easy to do business with by providing flexible support agreements and a cost-effective entry point

Contact us for more information on how we can help with your PeopleSoft and AWS support needs.

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