



Scott & White Saves Time and Money by Utilizing Sierra-Cedar's Upgrade Lab and Hosting Services for Its PeopleSoft 8.9 Financial Applications



SCOTT & WHITE Healthcare

BACKGROUND

Scott & White is the largest multi-specialty practice in Texas, with more than 500 physicians who care for patients at Scott & White Memorial Hospital and Clinic in Temple and at its 15 regional clinics throughout Central Texas. Through their commitment to patient care, education, and research, the dedicated physicians of Scott & White have built a nationally acclaimed healthcare organization, recognized by publications that include U.S. News & World Report and Newsweek, with a reputation for excellence in cancer, orthopedics, and cardiovascular care. Scott & White Memorial Hospital is listed among the "Top 100 Hospitals" in America for cardiovascular, stroke, and orthopedics care.

CHALLENGES

In the past, when Scott & White was faced with the need to upgrade its applications, financial challenges were always prohibitive. On previous HR and Financial upgrades—as well as a Supply Chain Implementation—

Scott & White had used Novell as its implementation partner. Pleased with the work that had been done, Scott & White invited Novell back for a long-term contract. Novell then brought Sierra-Cedar to the table as a possible hosting partner, highlighting Sierra-Cedar's Managed Services as a logical choice to host and upgrade its PeopleSoft Financials, Supply Chain, and HRMS applications.

SOLUTION

Scott & White chose Sierra-Cedar as its upgrade and hosting partner for its Oracle PeopleSoft applications. Since Scott & White had no technical resources of its own, all the technical support was provided remotely including help from Sierra-Cedar India. The upgrade included two databases (application and reporting). Using the upgrade lab approach allowed Scott & White to hand over the upgrade responsibilities to Sierra-Cedar, resulting in a realignment of internal resources to focus on other core competencies while the upgrade was in progress. Scott & White expects to see many benefits from the functionality enhancements gained by the transition from Financials 8.0 to 8.9. Sierra-Cedar's Upgrade Lab service was used; it was completed on time and on budget in an aggressive four-and-a-half month project plan.

The greatest reason for the upgrade was to be positioned and ready for what Oracle has in store for the future, specifically Fusion.

Industry	Healthcare
Services	CMSC Manage, Remote Development, Patch/Fix, Remote Monitoring, Upgrade Lab and Host
Application & Modules	<p>PS HR 8.8:</p> <ul style="list-style-type: none"> • Human Resources • Payroll • Benefits • eRecruit • eProfile • ePay <p>PS Enterprise Financials 8.9:</p> <ul style="list-style-type: none"> • Asset Management • Accounts Payable • Accounts Receivable • ePro • General Ledger • Inventory • Purchasing
Client Since	2004

Hosting made business sense. Every time we had to upgrade in the past, new servers had to be added to support the transition. The cost was too much and now we can share the cost with Sierra-Cedar. The benefits that we have seen with Hosting include: cost savings, a broader technical knowledge, as well as resources to support the intricate technical aspects of all PeopleSoft applications. The Service Level Agreement (SLA) presented by Sierra-Cedar has guaranteed performance and technology availability that could not be possible in-house.

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