

# Bridging the Gap: Assisting the Oracle PeopleSoft Enterprise Upgrade

## Delaying the Upgrade. How Long is Too Long?

To upgrade or not too upgrade? For legacy PeopleSoft Enterprise application users, that's been the question while Oracle Corporation develops their next generation of applications and technology marches on. While Oracle is offering customer support for older PeopleSoft versions, companies still must upgrade to 8.9 or 9.0 to continue to receive regulatory updates.

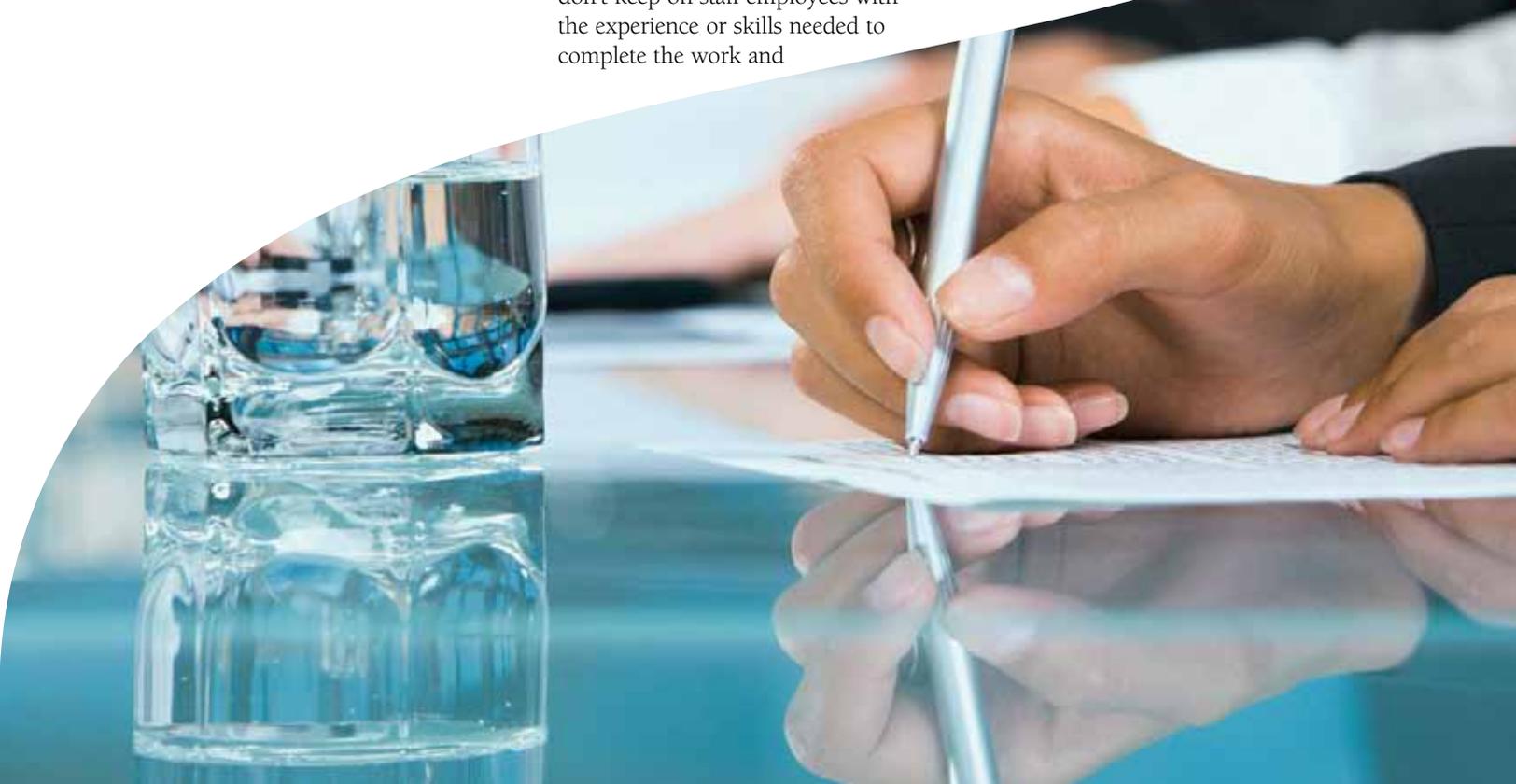
But upgrading is a big decision and not necessarily because of the software costs. New software implementation and integration with prior versions is a labor-intensive process. Most companies don't keep on staff employees with the experience or skills needed to complete the work and

do not want to invest the time or money to train them in skills that are used so infrequently.

### Identifying the Challenge

After thousands of successful Oracle PeopleSoft Enterprise application implementations, Capgemini has a proprietary methodology for either jumpstarting a basic upgrade or supporting one with management consulting.

The first decision should always be whether an upgrade is



needed at all. Capgemini helps companies decide this through its Upgrade Accelerated Solutions Environment, where all the affected business and IT teams meet to discuss every implementation issue and consideration. Or, using our Value Index Tools and Insight, Capgemini can define the executive level business case for upgrading — or not. If needed, Capgemini's Advanced Development Center — where we maintain the latest information technology equipment — can host an upgrade project, relieving companies of the additional hardware needs that upgrades sometimes require.

If the upgrade is needed, Capgemini can either be minimally involved or provide soup to nuts installation, bringing to bear either its Rightshore outsourcing capabilities or its and management consulting expertise.

### A Lab Created Upgrade Process

Once the need for the upgrade is definite, Capgemini employs its Upgrade Lab to provide:

- quick and flexible upgrade processes
- scalable upgrade service components at low cost
- risk mitigation using proven and repeatable processes
- upgrade services that complement inhouse knowledge
- extensive knowledge transfer on the upgrade process

Capgemini's Upgrade Lab staff have decades of combined upgrade lab experience. That experience has enabled the development of a "smarter" upgrade process and Capgemini's Impact Analysis Tools — that add value, reduce upgrade costs and reduce our customers' overall effort.

Beyond that, Capgemini assists companies with a full-range of upgrade services:

- **For Do-It-Yourselfers**, Capgemini offers the Lab Strategic Upgrade, including our Upgrade Custom Object Spotlighter, Batch Upgrade Expeditors, and Dive-In Sandbox. In as little as four weeks, your application can be at your new release level.
- **For end-to-end support**, Capgemini provides the Technical Upgrade Services full project lifecycle support, which can include project management consulting and our Rightshore Services, Test Director, and our leading Rapid Methodology.
- **End-to-end support, plus**. Our premier package supports the most complex upgrade projects, combining our Lab Strategic Upgrade, Technical Upgrade Service and project methodologies with management and strategic consulting, organizational change management, and advice on business process realignment.

By using these flexible upgrade packages, companies can benefit from

the improvements made to PeopleSoft Enterprise while building a bridge to Oracle Fusion.

Persuading management of the need to upgrade software is hard enough. With Capgemini in your corner, companies may upgrade at a lower cost, with less hassle and on time. It's worth asking the question of whether now is the time to upgrade.

### About Oracle

Oracle Corporation (NASDAQ: ORCL) is the world's largest enterprise software company. For more than 30 years, Oracle has led the industry through continuous innovation and a relentless focus on customer success, providing reliable, secure, and integrated technologies that help customers access the knowledge they need to become leaders in their industry while responding to market conditions with speed and agility. Today Oracle provides database, middleware, and collaboration products; enterprise business applications; application development tools; and professional services for businesses and organizations worldwide. For more information, visit oracle.com.



### About Capgemini and the Collaborative Business Experience

Capgemini, one of the world's foremost providers of Consulting, Technology and Outsourcing services, has a unique way of working with its clients, called the Collaborative Business Experience.

Backed by over three decades of industry and service experience, the Collaborative Business Experience is designed to help our clients achieve better, faster, more sustainable results through seamless access to our network of world-leading technology partners and collaboration-

focused methods and tools. Capgemini utilizes a global delivery model called Rightshore® which aims to offer the right resources in the right location at competitive cost, helping businesses thrive through the power of collaboration.

Capgemini employs approximately 92,000 people worldwide and reported 2008 global revenues of 8.7 billion euros.

More information about our services, offices and research is available at [www.capgemini.com](http://www.capgemini.com).

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