# Enterprise Resource Management for a Building Company

## Capgemini helped the client produce an effective Shared Services solution that provided an integrated Post-Merger and Acquisition PeopleSoft process

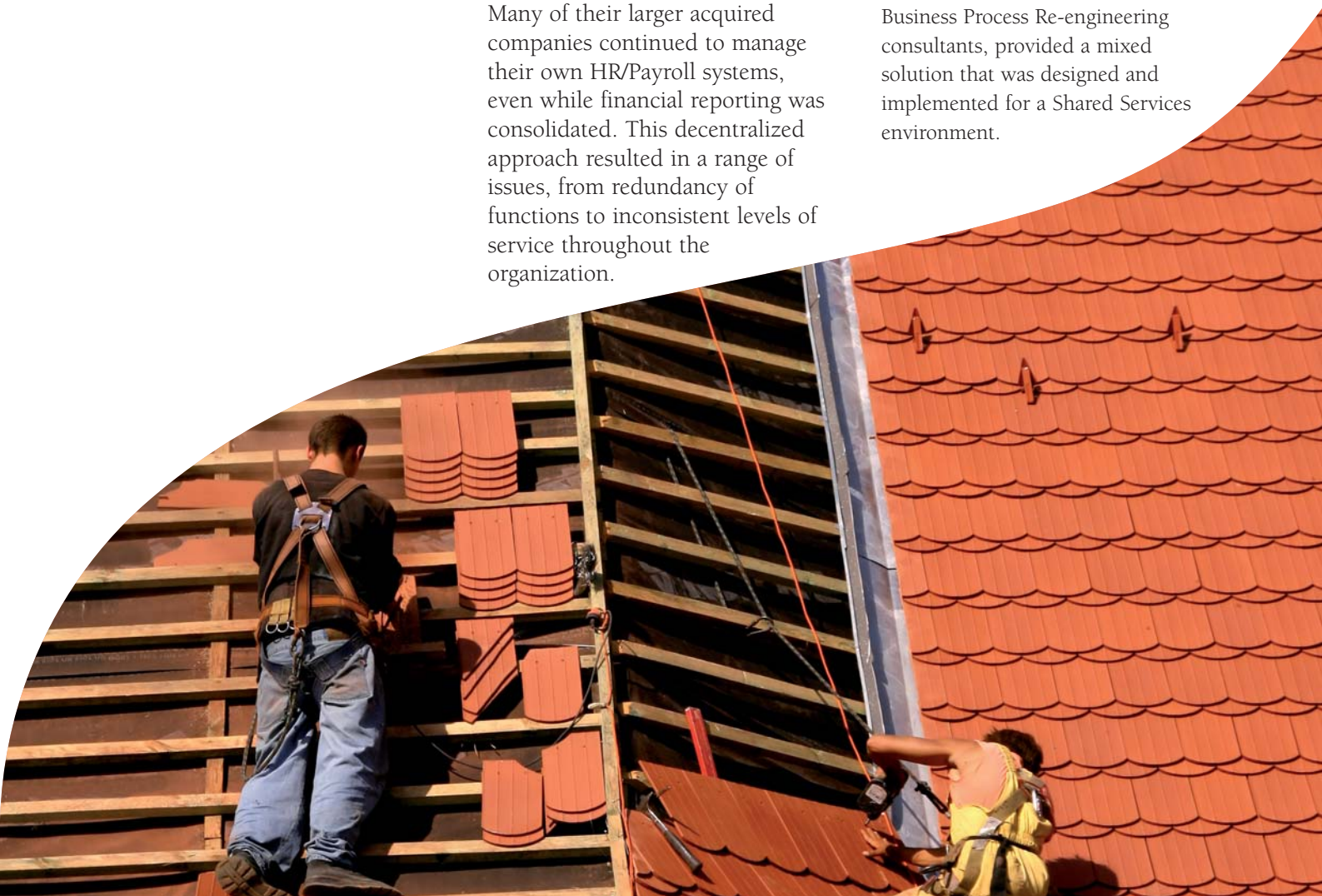
### The Situation

One of the largest residential builders in the United States wanted to grow rapidly through acquisitions. As a result, their managers were often faced with the requirement of assimilating new companies into their financial management, human capital and payroll structures.

Many of their larger acquired companies continued to manage their own HR/Payroll systems, even while financial reporting was consolidated. This decentralized approach resulted in a range of issues, from redundancy of functions to inconsistent levels of service throughout the organization.

### The Solution

Capgemini provided resources who had a deep understanding of the business functions addressed by the Human Capital Management (HCM) Applications, both as they were performed currently and under the best-practice models that PeopleSoft embraces. After careful analysis of each of the processes, our technical personnel, who are experienced Business Process Re-engineering consultants, provided a mixed solution that was designed and implemented for a Shared Services environment.



## The Result

The solution provided an integrated Post-Merger and Acquisition PeopleSoft process that was designed to minimize business interruption and maximize future integration efforts quickly and efficiently.

The solution capitalized on PeopleSoft's Pure Internet Architecture to minimize hand-offs and eliminate multiple data entry and drastically reduce cycle processing time. Once implemented, through continuous improvement, the solution has exceeded the originally projected ROI, while significantly improving the quality of service to personnel throughout the United States.

## How the Client and Capgemini Worked Together

The client chose Capgemini because of our history of success, deep experience in implementing PeopleSoft HCM solutions and a robust repository of PeopleSoft Knowledge Capital (for example, work plans, process templates, interface designs, benchmarks, etc.), which allowed for a more expeditious implementation.

As a part of its standard implementation toolset, Capgemini provided the client with a custom-built Issue & Resolution Tracking/Project Migration database tool, which served to manage the history of all project-related issues and resolutions, to document the migration/approval process of all delivered and custom application updates, fixes and enhancements and to address both the client's internal and external auditing requirements.

The strategic implementation has enabled the client to sustain growth and expansion while driving higher levels of operating performance. Some of the key results include improved internal processes and strengthened internal controls, improved accuracy, reliability and timeliness, increased efficiency of operations and the empowerment of associates to perform self-service functions through paperless processes.

The Capgemini implementation team worked with the client to assist in organizational restructuring of their core HR and Payroll departments to optimize procedural flow and integrity and to re-engineer many of the key business processes to reduce systematic inefficiencies and redundancies.

## 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. Through commitment to mutual success and the achievement of tangible value, we help businesses implement growth strategies, leverage technology, and thrive through the power of collaboration.

Capgemini employs over 75,000 people worldwide and reported 2006 global revenues of 7.7 billion euros.

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