



**COLLABORATE 18**

TECHNOLOGY AND APPLICATIONS FORUM  
FOR THE ORACLE COMMUNITY

# Developing High Performing PeopleSoft Support Teams

**Session ID:**

**110000**

***Prepared by:***

Randy Johnson – SpearMC Consulting

April 25, 2018

# Introduction



Randall Johnson  
Managing Director

randall.johnson@spearmc.com

- Over 20 years consulting experience focused predominantly in PeopleSoft implementations and upgrades covering all stages of the Project Life Cycle.
- System Business Process Analysis, Requirements Study, Fit-Gap Analysis, High Level Design, ChartField and Codeblock Design, Application Development, Testing, Configuration, Training, Deployment and Post-Implementation Support

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# About SpearMC

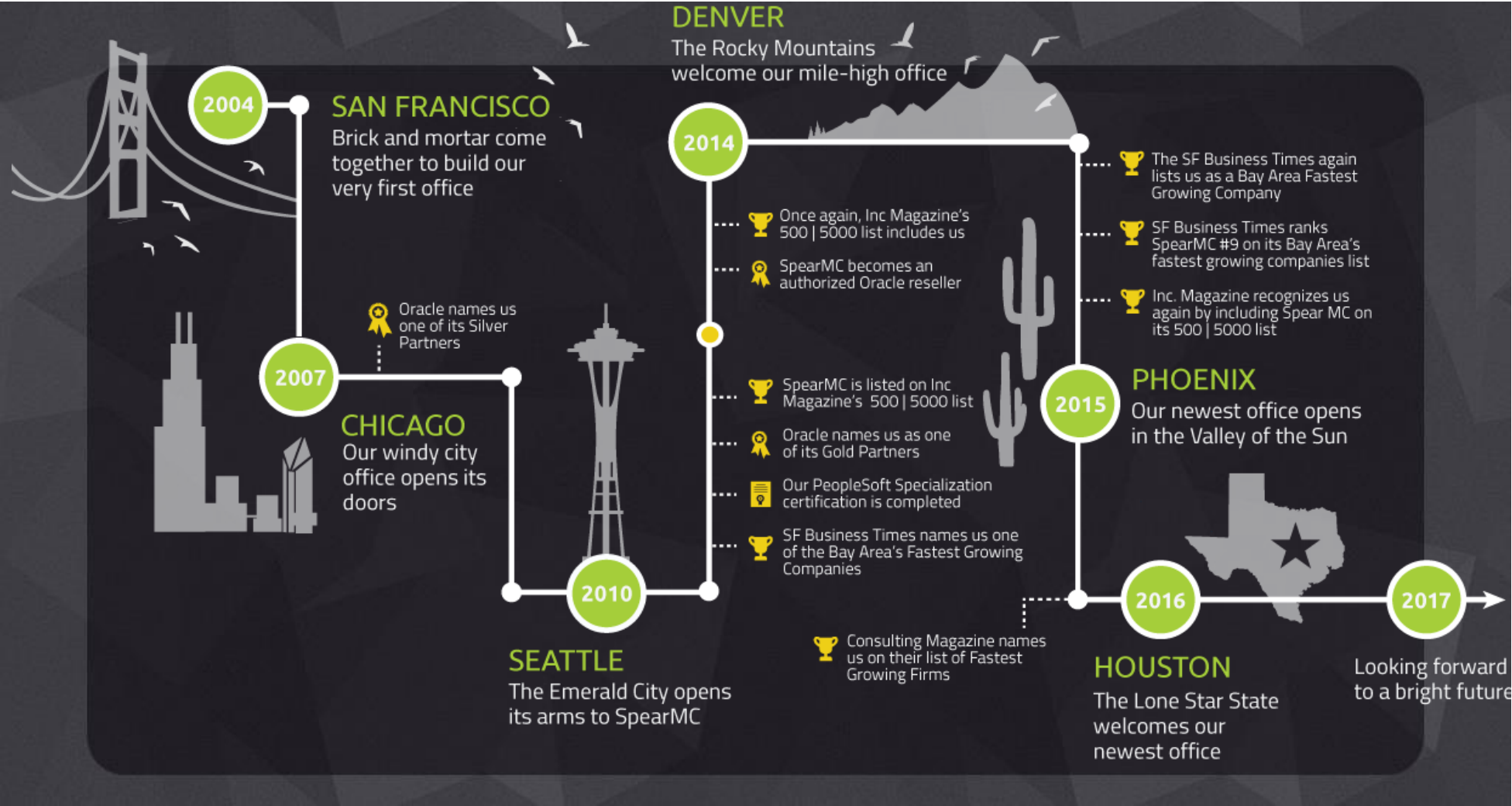
Founded in 2004, SpearMC is a technology and professional services firm specializing in

- PeopleSoft FSCM, HCM, ESA
- PeopleTools Development and System Administration
- PeopleSoft Test Framework
- Oracle Cloud ERP and HCM
- PeopleSoft Training
- Project Management
- Oracle Public Cloud
- QA & Test Automation
- Host Analytics EPM

**ORACLE**  
PEOPLESOFT

*Certified in PeopleSoft since 2008. Reseller Certification for PeopleSoft and Oracle Public Cloud.*

# About SpearMC Consulting



# Our Panelists

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KAISER  
PERMANENTE®



**KAISER  
PERMANENTE®**

Tony Schollum, Executive Director – OneLink  
ERP

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## About Kaiser Permanente

- Integrated not-for-profit health care org. with 12M members, \$73B rev.
- Mission: Provide high-quality, affordable health care services and to improve the health of our members and the communities we serve
- US Based: 8 regions, 39 Hospitals, 680 Medical Offices, 22k Physicians, 57k Nurses, over 210k employees. \$2.8B community health investments
- OneLink = Oracle PeopleSoft FSCM 9.2 and related Edge Applications supporting our single-instance database and 200k+ user base



# INTEGRIS

David E. Oltmanns, Manager Applications Services, ERP

## About Integris

- Oklahoma's largest not-for profit and Oklahoma-owned health care system.
- 10 acute care hospitals, 14 health care campuses and more than 150 clinics
- Over 9500 employees with more than 350 employed physicians



Bonnie Saito-Manago

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## About Hawaiian Airlines

- Hawaiian® has led all U.S. carriers in on-time performance for each of the past 14 years (2004-2017) as reported by the U.S. Department of Transportation. Consumer surveys by Condé Nast Traveler and Travel + Leisure have ranked Hawaiian the highest of all domestic airlines serving Hawai'i.
- Now in its 89th year of continuous service, Hawaiian is Hawai'i's biggest and longest-serving airline.
- Hawaiian offers non-stop service to Hawai'i from more U.S. gateway cities (11) than any other airline, along with service from Japan, South Korea, China, Australia, New Zealand, American Samoa and Tahiti. Hawaiian also provides approximately 170 jet flights daily between the Hawaiian Islands, with a total of more than 250 daily flights system-wide.



# Panelist Questions

- Describe your organization's support structure.
- What system areas are you responsible for supporting?
- What is the size of support team vs. total employee count?

# Panelist Questions

- What tools/processes are in place to provide world-class support services to your customers?
- Have you developed/implemented a PUM/Selective Adoption strategy?
- What is the frequency of your 'upgrade' cycles?

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# Panelist Questions

- How do your customers communicate requests for new features or functionality?
- How frequently do your customers interact with your support team?
- Do you publish Frequently Asked Questions for your customers to review?
- Are your customers involved in testing of new features / functions prior to deployment?

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# Panelist Questions

- What mistakes have you made which other organizations should avoid?
- Do you have any planned changes in your support delivery?
- If you could nominate your company's support team for an Innovator Award, what would it be for?

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