



Case Study

Retail Vertical: Upgrade, Implementation, Migration

Background:

Circuit City required help with the full implementation of **PeopleSoft's Supply Chain Management (SCM) 8.4** software including **eProcurement/Purchasing, Inventory** and **Projects** as well as a combined upgrade of core **PeopleSoft Financials (GL, AR, BI, AP, AM)**. In addition, Circuit City was planning a **platform migration** from **Informix to DB2/UDB**. However, Circuit City knew there would be much more to this initiative than a simple upgrade and implementation.

BTRG and Circuit City recognized that shifting to 100% web-based applications would not yield savings sufficient to offset the cost of upgrading. However, if Circuit City could adopt the delivered best practices embedded in the software, it would be able to eliminate past customizations, streamline processes and work more efficiently. As a result, **Business Process Improvement** and **Change Management** were key ingredients needed to take advantage of the features within version 8.4 and in the process streamline operations and generate substantial savings.

Challenges

Even with the enabling technology in place, Circuit City could only see the benefits of doing business electronically if vendors would comply with the technical requirements for interfacing data to/from PeopleSoft. BTRG communicated these requirements as Circuit City prepared negotiating positions that would make doing business over the web attractive to vendors.

Business Process Change was pervasive throughout the implementation and upgrade. Version 8.4 also represented a shift in integration tools. BTRG helped Circuit City improve systems integration through the latest **XML** tools like **Business Interlinks, Integration Broker** and **Application Engine**.

With these new technologies, BTRG eliminated previously complex SQR interface programs and file transfer routines. The sum of the application improvements, workflow and integration tools presented an opportunity to process transactions more effectively than before. BTRG leveraged these improvements to demonstrate how to use the system to reduce low value tasks and save money.

The **Fit/Gap Analysis** enabled us to identify additional past customizations that could be eliminated by new delivered functionality. BTRG delivers a delta design document that describes which customizations are necessary, the configuration changes being made to enable new features and the business rationale and schedule for implementing new features post upgrade.





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Combined Upgrade and Platform Migration

BTRG also performed a **Platform Migration** while *simultaneously* implementing **SCM** and upgrading core **Financials**. The steps involved in the combined upgrade and platform change are described in the diagram below.

The approach is similar to a traditional upgrade on Informix for the early upgrade steps, until the .detour. is taken to convert the Informix database to DB2/UDB.

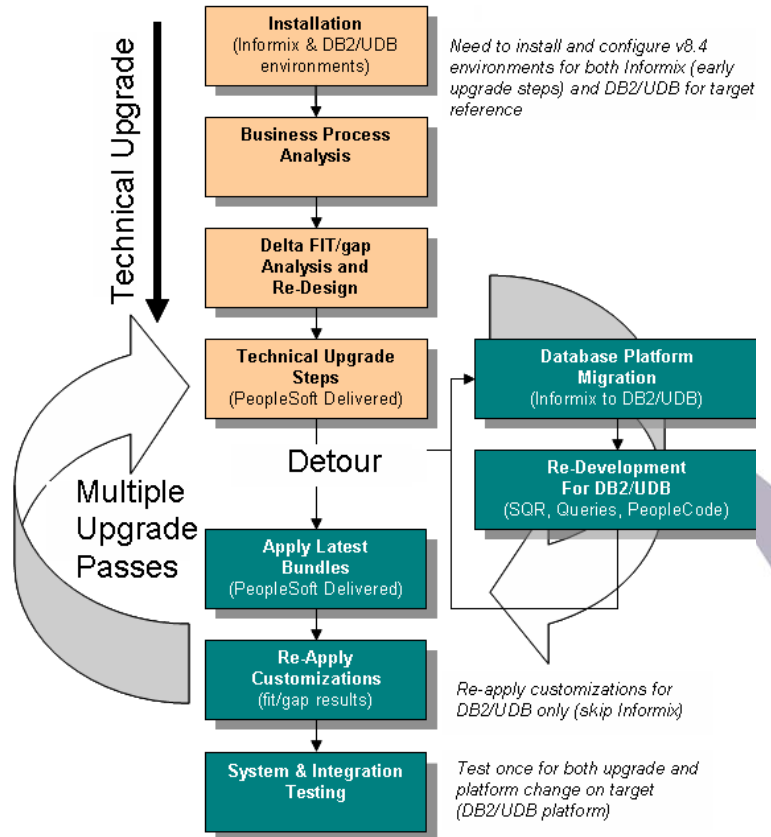
This conversion involved more than just database migration, as it also required conversion of any custom SQL developed for Informix.

Once the new database was unit tested and stable, the application of PeopleSoft updates and bundles were applied to the DB2/UDB database.

The remaining necessary customization was re-applied in the DB2/UDB environment and system testing was done in the same environment that was used going live.

About BTRG:

The Business and Technology Resource Group, Inc. (BTRG) works with clients to bridge business and technology. We achieve this by delivering highly qualified, multi-disciplined technical and functional consultants who understand the art of business management. We have successfully delivered hundreds of PeopleSoft projects to Fortune 1000 companies. Our early commitment to PeopleSoft products and Financial Services positions us as your best choice to lead your next implementation, upgrade, or migration project. Some of our clients include:



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