



Case Study

Another Top Financial Institution Banks on BTRG

John Hancock is the U.S. division of Manulife Financial Corporation, a highly esteemed global enterprise based in Toronto, Ontario. John in the spring of 2004 Manulife Financial acquired Boston-based John Hancock Financial Services, Inc. in a \$10.4B all-stock transaction. In the process it became the 2nd largest insurance company in North America. John Hancock has 6,500 employees.

Background:

At John Hancock, upgrading to **PeopleSoft Human Resources 8.8** put their **Benefits and HR Services Organization** on the forefront of ERP technology. The upgrade reduced the company's exposure to risk by extending the support agreement and reducing expensive customized code. **On time and within budget**, it provided a "next generation" platform to develop efficient **Self- Service** extensions and distribute the application through a standard web browser. BTRG helped John Hancock achieve their upgrade goals by providing:

- **Database and System Administration** support
- Full **Business Setup, Configuration, and Data Conversion** expertise
- Comprehensive **Functional and Technical** analysis of all customizations.
- Filled **Security and Reporting** gaps that helped keep the project on track.

Re-implementing and CMM.

Early in the project, John Hancock decided not to use the PeopleSoft delivered upgrade templates. Instead, the team chose to leverage their internal methodology and **Capability Maturity Model (CMM)** process to deliver the upgrade. BTRG quickly adapted to the client's preference to stay within their established standards and deliver the upgrade as a "re-implementation" of the software. Our consultants remained flexible and helped craft a client-driven solution.

Challenges:

Like many large organizations, things are always happening at John Hancock. Within a few short months of the project kick-off, significant internal challenges began to surface. First, the shared development environment (DB2 Mainframe) encountered performance issues that were difficult to track down. Second, the company signed an outsourcing deal with IBM. Third, John Hancock announced a major merger with Manulife of Canada.





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BTRG delivered critical insight into the implementation as well held key project responsibilities. **First**, BTRG helped augment performance testing cycles and performed code reviews to isolate the issues. **Second**, BTRG worked within established protocols and procedures and helped informally train and transfer knowledge during the outsourcing transition. **Third**, we helped fill in as needed when John Hancock resources were pulled to perform merger related tasks.

Results

The upgrade went as planned and within budget. Today, the company is running a world-class HR system on internet technology. It has fewer customizations, better reporting capability and an up to date platform. BTRG helped make this possible by augmenting John Hancock's staff with experienced PeopleSoft professionals at a reasonable price. For more information, please contact one of our sales representatives.



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, multidisciplined 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, integration, or upgrade project.

A privately owned corporation in the United States and Canada, BTRG has a stable management team and an aggressive market position in the Oracle PeopleSoft consulting space. Founded in 1986, we started with beta versions of PeopleSoft GL and AP modules in 1993 - becoming one of the first PeopleSoft Partners to specialize in the implementation of the Financials Suite. Our early commitment to PeopleSoft applications and technologies positions us as a leader in providing highly effective, multi-discipline consultants at competitive rates. Today, the scope of BTRG's expertise has grown to include full service project consulting and staff augmentation across many product lines including PeopleSoft, Oracle, Lawson and SAP. Throughout the years we have cultivated niche expertise in key industries, including **Financial Services and Insurance, Aerospace & Defense, Discrete Manufacturing and Healthcare.**



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