



Case Study: HCM 9.0 Implementation

Financial Security Assurance

Implementation Project Background

For years, FSA suffered from a business model that required dual data entry into multiple legacy systems. This process necessitated time consuming spreadsheet reconciliations and disjointed business processes. With its HCM implementation, FSA sought a best-practice HCM solution that would address both functional and technical requirements through improved processes and enhanced service delivery models.

To achieve these goals, BTRG implemented a **PeopleSoft HCM 9.0** solution that would standardize business practices across a Global HR infrastructure. This provided the flexibility FSA required to track and manage global employees throughout their careers. In addition, the implementation allowed FSA to leverage new integration capabilities with Active Directory and Single Sign-on with their PS Financials system, email and other internal applications.

Core HR Functionality

FSA's HCM project was broken down into two stages; Core HR functionality first and Self Service and Manager Self Service second. In the first stage, BTRG implemented:

- ◆ Core Human Resources
- ◆ Time & Labor
- ◆ Benefits Administration
- ◆ ADP Payroll Interface
- ◆ Active Directory & Enterprise Integration Points with PeopleSoft Financials

BTRG's goal was to minimize modifications and provide the functionality needed to manage FSA's US and Global employee population. Through structured fit-gap sessions, BTRG identified the disconnects between the existing Payroll, HR and Compensation Planning systems and simplified the data exchange process using PeopleSoft HCM v9.0 as the core system of record. As a result, FSA is now able to track its US and Global Assignments in one application as its single point of entry.



Fast Facts About FSA

Financial Security Assurance (FSA) is a \$1.2B firm providing guaranty insurance on municipal bonds and asset-backed obligations. The company insures new issues and those already trading in the secondary market. It also writes portfolio insurance for securities held by investment funds. FSA is licensed as a guaranty insurer in the US and in Puerto Rico, Guam, and the US Virgin Islands; it also operates in Europe and the Pacific Rim.

'No Frills' Upgrade with FSA

In mid-2008 BTRG completed a "No Frills Upgrade" to 9.0 (see reverse side) for Financial Security Assurance's (FSA) PeopleSoft Financials applications. The project was completed in less than 6 months for about \$250,000. Based on the success of that project FSA chose BTRG to implement its PeopleSoft HCM 9.0 solution.



In addition, FSA leveraged new 9.0 functionality by using Contingent Workers, Persons of Interest (POI) and Smart Hire features to effectively administer its workforce in a way that was never before possible. BTRG also created interfaces to various third party providers that had previously been paper-based. This resulted in cleaner data transfers - without spreadsheets - and freed up numerous much-needed HR resources.

■ **Manager and Employee Self-Service & Payroll**

In the second stage, BTRG identified opportunities to link PeopleSoft HCM with FSA's existing Portal environment. Employee Self Service was deployed to allow better management of employee time off and the maintenance of dependent and beneficiary information. In addition, employees are now able to make benefit elections during the annual open enrollment periods as opposed to having to go through a third party administrator.

The implementation of Manager Self Service provided valuable insight into each manager's direct and in-direct reports. New reminders for timesheet approval, visibility into leave balances, and the ability to initiate transactions for retirements and terminations all helped to streamline the cumbersome processes that previously existed for FSA managers, saving hours of management's time.

The additional Self Service functionality provided HR Staff with timely information on transactions that required immediate intervention. This freed the HR department from entering and processing paper based timesheets, manual open enrollment elections and numerous requests for leave balance information.

When implementing Global Payroll Data Transfer Processing, BTRG reduced the time required to process Payroll by:

- ◆ **Implementing Smart Hire Templates to reduce on-boarding time**
- ◆ **Creating user IDs using Active Directory**
- ◆ **Integrating with PeopleSoft Financials and disparate applications**
- ◆ **Mitigating manual entry and enhancing system-wide security.**

For more information about BTRG or our HCM Implementation and Upgrade Solutions, contact us at **877-287-4462** or info@btrgroup.com.

You can also visit us online at www.btrgroup.com

■ **What is a 'No Frills' Upgrade?**

BTRG has developed an upgrade methodology that enables us to deliver upgrades according to short timelines and tight budgets. We affectionately refer to it as the 'No Frills Upgrade'.

We use the BTRG Upgrade Toolkit and project management methodologies to streamline the fit/gap sessions, reduce the number of required passes and keep the project on track.

A 'No Frills' Upgrade is ideal for organizations who want to eliminate customizations and stay as close to vanilla as possible. Not only does this shorten the entire process, but there's less end-user training and the disruption to business operations is minimal.

The best part is that they frequently cost about \$250-450K and can be completed in 3-4 months. An initial discovery meeting is available for us to assess your current installation.