



CASE STUDY

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Remy Corporation

*A Case Study on PeopleSoft's
Total Ownership Experience Initiative*

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Remy's Challenge

Since 2001, staffing, recruiting and consulting services provider Remy Corp. has experienced such rapid growth that its technical infrastructure has not been able to keep pace. Remy needed a software solution that would make it easy to use, manage, and support an increasing amount of information. At the same time, the solution had to be intuitive enough for front-office staffing professionals to close deals quickly and accurately every day.

“With PeopleSoft 8.8, you are no longer a slave to information, but the master of it.”

***Andrew Albarelle, Principal
Executive Officer***

PeopleSoft Solution

Remy has implemented PeopleSoft 8.8 Staffing Front Office, and is upgrading to PeopleSoft's version 8.8 core financials modules in late Spring 2004.

Total Ownership Experience Benefits

- Ease of upgrade reduced Remy's upgrade time and human resources requirements, resulting in 26 percent savings below the original budget
- Enhanced navigation and usability of the application are improving user productivity by 50 percent—deals can now be closed in 12 hours instead of 24
- Training time has been reduced from seven hours to four
- Software maintenance takes only 15 minutes per week
- The quality of the testing process, upgrade scripts, and the Upgrade Assistant contributed to a hassle-free implementation—only two testing steps were required before the software was put into production. In all, the entire upgrade process took approximately three weeks
- The higher degree of process automation provided by the software will help the company decrease maintenance costs
- Increased automation and lower maintenance requirements will enable the company to shift from a tactical/reactive mentality to a more proactive, growth-oriented approach

Other Strategic Business Benefits

- Able to manage the operation by real-time numbers and, in turn, eliminating cash flow uncertainties with better financial visibility
- Improved reporting and analytics capabilities are creating significant enhancements in the availability and quality of critical business intelligence.
- More timely and accurate financial information make the business easier to manage
- Improved search capabilities increased staffing retention from 76 percent to 88 percent
- Better search capabilities will also allow Remy to better match clients and candidates, leading to higher degrees of satisfaction among all parties
- With deals closing faster, the company will be able to process a higher volume of business, leading to increased revenues and profit margins

Case Study Details

Denver, Colorado-based Remy Corp. is on the fast track—in 2003 alone, the staffing, recruiting and consulting services provider grew at an estimated rate of nearly 200 percent. Fortunately, the company had the foresight to realize that they would need a strong application infrastructure to support rapid growth, and in 2001 chose PeopleSoft after an evaluation of 34 enterprise application vendors. Remy says its decision was based on two factors: first, PeopleSoft was the only vendor that could handle both the company's front and back office requirements; and second, Remy believed that PeopleSoft would be able to provide the company with scalability for future growth.

As Remy attracts more customers, it takes on more data. With 7,000 working resumes stored in the company's database at any given time, staff members must have fast access to information when they need it. The company realized that a more robust search capability and easy navigation scheme would help staff close deals in its highly competitive market. Given these requirements, Remy decided to upgrade from PeopleSoft 8.4 to PeopleSoft 8.8.

The Upgrade and Installation

Although Remy had upgraded their PeopleSoft applications in the past, the company noted that the enhanced functionality in version 8.8 created a higher degree of satisfaction with the experience. “The upgrade scripts ran flawlessly,” explained Remy Principal Executive Officer Andrew Albarelle.

Bill Braine, Director of IT, explained that previous upgrades were done manually, and required a number of customizations to align with the company’s business practices. The new version’s enhanced functionality, however, replaced the need for many legacy customizations. Braine said that only a few simple procedures were needed before the wizard-based Upgrade Assistant took over the bulk of the work. The entire process was completed in approximately three weeks, representing a 75% decrease in time and effort compared to the PeopleSoft 8.4 upgrade process.

As an added benefit, the upgrade had minimal impact on end-users. Jeff Laurita, a long-time Remy employee and leader of the recruiting team, said that the upgrade process caused no interruptions, and had no impact on his productivity.

Feedback on Usability

Because the upgrade happened so quickly, it allowed Remy to spend more time testing and using the new application. For front-line staffing professionals, ease of use was the key success criterion, which Remy thinks PeopleSoft has met. “The ergonomic layout of the application is much better,” Andrew Albarelle explained. “It is much closer to what a business person would like to see, rather than a developer.”

Easier navigation and more robust search capabilities have shortened the amount of time to close a deal from 24 to 12 hours—a 50 percent increase in user productivity.

Remy also reports that the easier navigation and more robust search capabilities have shortened the amount of time to close a deal from 24 to 12 hours—a 50 percent increase in user productivity.

Easier navigation has also meant less staff training, which has decreased from an average of seven hours to four. Bonnie Braine, Upgrade Project Lead, pointed out that the quality in version 8.8 contributed to a better learning and usability

experience, as users do not have to establish different workarounds to avoid application errors.

To date, the users of the application have not identified any significant challenges or drawbacks. Bonnie Braine says, "The quality of the product has made it easy for people to use it and accept it." Laurita gave one suggestion: He thinks skills coding and data entry can be made a little bit easier for even more efficiency gains, but can see no other flaws.

For Remy's management team, PeopleSoft's enhanced reporting and analytics capabilities provided valuable "what-if" analysis, as well as the ability to create highly customized reports. "With the PeopleTools upgrade, we are getting more detailed information, much faster than before," Albarelle explained. "For example, it is now much easier to open up some chart fields for additional drill-downs, which makes us much more efficient."

"The quality of the product has made it easy for people to use it and accept it."

*Bonnie Braine,
Upgrade Project Lead*

Albarelle believes these capabilities have enabled his management team to focus on growth-oriented activities, rather than tactical, reactive ones. He pointed out that since using PeopleSoft, Remy has been able to manage its operations by real-time numbers, eliminating the cash flow uncertainties that, prior to installing PeopleSoft in 2001, could have forced the company to tap into its line of credit. With PeopleSoft, "You are no longer a slave to information, but the master of it," he said.

Feedback on Software Maintenance

Remy's team has now shifted its focus to application maintenance, and is very optimistic about the ease that PeopleSoft version 8.8 promises. Bill Braine, who heads up maintenance operations, pointed out that after releasing five bundles, not a single patch has been necessary. Even when patches are required, he explained, PeopleSoft makes it very easy for IT administrators like him to determine whether these patches or fixes are needed. Braine expects that scanning for required patches will take less than 15 minutes per week.

When it comes to day-to-day technical support, Braine reported that he has not had to call PeopleSoft's Global Support Center once. Braine anticipates that

automation enhancements in the new release will decrease the amount of time he will have to spend supporting the application. Instead, Braine will be able to focus his efforts on more strategic IT functions, such as helping the company plan the IT infrastructure it will need for future growth.

Looking Forward

The next step for Remy is to upgrade their core PeopleSoft financials module, which will enable them to further integrate their front-office and back-office functions. The organization will also investigate ways to improve data entry efficiency and the management of skill codes. An added functionality that Remy would consider working with PeopleSoft to integrate is the ability to scan resumes into their records and then apply the appropriate skill codes.

So far, Remy is expressing a high degree of satisfaction with the latest release. Albarelle summed it up by saying, "We were very pleased with PeopleSoft in an 8.4 environment, but 8.8 is even better. PeopleSoft has accomplished what it promised with Total Ownership Experience tenfold."



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