

Flexible Approach Means Cost-Effective PeopleSoft Upgrade

Crossroads for Human Resources Applications; Economical Upgrade is Critical

In existence for over 60 years, Western Farmers Electric Cooperative (WFEC) has grown into the largest locally owned power supply system in Oklahoma. In 2002, WFEC implemented Oracle-PeopleSoft software to help manage its accounting, budgeting, and human resources processes. Being a relatively small company, WFEC relies heavily on Oracle's PeopleSoft support for system maintenance. With software support for version 8.3 ending, and growing demands being placed on employee recruitment services, WFEC determined that the time was right to upgrade to Oracle-PeopleSoft version 8.9.

Economical Upgrade Is Critical

Higher energy costs have placed increasing pressure on power companies to operate more cost effectively than ever. With this in mind, WFEC decided to bring in outside functional support, while using its own staff as much as possible to perform the technical portion of the upgrade. According to Howard Fleshman, Manager of Information Services at WFEC, "Being able to work with a company that enabled us to do the upgrade relatively inexpensively was critical."

Flexible Approach Makes The Difference

Working with the eVerge Group to implement the upgrade proved to be the ideal solution for WFEC. "Not only did eVerge Group come in with a competitive bid, they were the only company that seemed to understand how we wanted to approach the project," said Rodney Palesano, Manager Employee Services. He added, "eVerge Group was exactly the type of partner we were looking for – they provided resources as needed, and were always there to back us up if necessary." This team approach not only enabled the client to save money, but it allowed WFEC to develop additional in-house technical skills critical to supporting the system down the road.

Satisfaction Across The Board

The software upgrade has streamlined data-entry and recruitment screening processes, and it has simplified navigation for end-users by permitting them to create direct paths to the application areas they use most often. Additionally, the upgrade enabled WFEC to eliminate significant portions of customized code present in Version 8.3. Ultimately, the project objectives were achieved, at a lower cost than anticipated. "Our total project cost came in below the original estimate, but we still would have been happy with the end result, even if total costs would have come in at the forecasted amount," stated Fleshman enthusiastically. He added, "eVerge Group was very flexible and easy to work with – we were more than satisfied with what we paid for."



Industry: Utilities

Oracle Applications:
PeopleSoft HCM 8.9

Success Metrics:

- Improved timesheet input and processing
- Streamlined employee recruitment processes
- Significant reduction in manual error corrections
- Improved end-user navigation
- 50% reduction of customized code
- Project completed on-time and under budget
- Minimal business interruption

Client Feedback:

"eVerge Group was flexible in their approach – they supported us the way we wanted to be supported, which allowed us to do the upgrade very cost effectively."

Howard Fleshman,
Manager Information
Services

"It was refreshing to work with a company that was more concerned about getting the job done right, than how much money they would make."

Rodney Palesano, Manager
Employee Services