

## Success Story

### Profile

PeopleSoft (NASDAQ: PSFT) is the premier enterprise application software company in the world. A leading provider of pure Internet applications, that builds a collaborative network of customers, suppliers, and employees. Internet applications include Customer Relationship Management, Real Estate, Analytics, Financial Management, Supplier Relationship Management, Distribution, Manufacturing, and Asset Management. Headquartered in Pleasanton, California, PeopleSoft has more than 12,000 enterprise customers in 150 countries and employs over 12,000 people in its offices worldwide.

### Opportunity

PeopleSoft is constantly looking for innovation and improvement in customer service and support methodology. PeopleSoft's expanding product suite, functionality, and scope required new ways to meet customer needs. The challenge of providing quality support and increasing customer satisfaction while expanding product suite and support offerings required a strong partner. netCustomer identified this gap and developed an innovative support model to help meet growing demand from PeopleSoft customers. To provide its customers with innovative support options, PeopleSoft worked with netCustomer to expand its support capabilities and improve service levels while controlling costs. PeopleSoft partnered with netCustomer with two major objectives:

- To increase customer satisfaction
- To meet growing demand while providing quality and efficient support

### netCustomer Solution

netCustomer developed an innovative support solution for PeopleSoft worldwide customers. netCustomer worked closely with PeopleSoft Global Support Center (GSC) to understand its business objectives, processes, and information technology infrastructure. Starting with a pilot, netCustomer team helped define support processes and infrastructure to enable optimal ongoing partnership. netCustomer worked with GSC teams and mapped existing processes into re-engineered processes to enable innovative third-party support. The pilot enabled both teams to evaluate various performance metrics including customer satisfaction ratings on the new support model. Following the pilot, netCustomer implemented a comprehensive solution and extended its support model to all major PeopleSoft product lines.



## **netCustomer PeopleSoft Center of Expertise**

netCustomer PeopleSoft center of expertise has expanded over the years to cover a wide spectrum of services for major PeopleSoft applications within Enterprise and EnterpriseOne suite of products.

## **Tools & Technology**

netCustomer team started working with PeopleTools support in early 2001 and now provides support to worldwide customers for install upgrade, reporting tools, server tools, and application integration. netCustomer team demonstrated its customer interaction ability during the “On Call services” project. The team took overall responsibility of handling customer calls and providing end-to-end support directly. netCustomer now also handles PeopleSoft Asia Pacific customers.

## **Human Capital Management**

netCustomer team started providing technical and functional support initially for Core HR and gradually extended its expertise to Payroll, Time & Labor and Benefits. netCustomer HCM experts recently worked closely with PeopleSoft team onsite to conduct functional testing for Payroll module of HCM 8.9 while the remote team conducted QA for Benefits and Time & Labor modules. The team provides upgrade support on behalf of PeopleSoft to its customers.

## **Financials**

netCustomer started with support of Accounts Payables module and has extended its support services to General Ledger, Accounts Receivables, and Asset Management. This team exclusively handles all cases of 7.5 releases worldwide.

## **EnterpriseOne**

Upon completion of JD Edwards acquisition by PeopleSoft, netCustomer team extended its global ERP support model to PeopleSoft EnterpriseOne (formerly known as J D Edwards OneWorld) customers.

## **Results**

netCustomer brought its extensive expertise in 24x7 global support to implement an innovative solution for PeopleSoft Global Support Center. The partnership provided significant efficiency for GSC operations and also helped increase customer satisfaction levels.

- **Efficient quality support**
  - Enabled significant reduction in support costs
  - Facilitated optimal utilization of PeopleSoft support engineers
  - Improved service levels
- **Improved customer satisfaction**
  - Delighted customers with prompt follow up
  - Enabled quality support with extensive product training

## **About netCustomer, Inc.**

netCustomer is a proven leader in remotely supporting sophisticated technical and business operations. By efficiently delivering ERP, IT, and business services through a global delivery model, netCustomer enables its clients to reduce operating costs and improve service levels. netCustomer has worked with leading companies such as PeopleSoft, Juniper Networks, Dell, IBM, Acer, and Sony. Headquartered in San Jose, California, netCustomer has around-the-clock operations in India. netCustomer is backed by Charles River Ventures. For more information, visit [www.netcustomer.com](http://www.netcustomer.com)