



# 2024 PeopleSoft Innovators Report

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Innovator insights that inspire and impact

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## PURPOSE STATEMENT

This report is written for Oracle PeopleSoft customers and partners who are interested in how other customers and partners are updating and investing in PeopleSoft applications.

## DISCLAIMER

This document is for informational purposes only and is intended solely to assist you in planning for the implementation and upgrade of the product features described. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described in this document remains at the sole discretion of Oracle.

# TABLE OF CONTENTS

**Purpose Statement..... 1**

**Disclaimer ..... 1**

**Introduction .....3**

**Delivering Value .....5**

    User Experience Trends 5

        Across All Applications 5

        HCM 6

        ERP 9

        Campus Solutions 11

        Across All Industries 11

    Analytics Trends 13

    Search Trends 16

    Real-Time Indexing (RTI) Trends 17

    Digital Assistant Trends 19

    Guided Learning Trends 21

**Customer Showcase .....23**

**Lowering Costs.....24**

    Oracle Cloud Infrastructure Trends 24

        How do customers adopt Oracle Cloud Infrastructure? 25

        Which PeopleSoft customers benefit from OCI? 26

        Across All Industries 27

    PeopleSoft Cloud Manager Trends 28

    Configuration Trends 29

    Selective Adoption Trends 32

    Test Automation Trends 34

        Digging Deeper 34

**PeopleSoft and the Cloud .....36**

    Running PeopleSoft on Oracle Cloud Infrastructure 36

    Extending PeopleSoft with Cloud Capabilities 36

    Adopting and Integrating with Oracle Cloud Applications 37

**Appendix .....39**

    Partners - The Innovator Advocates 39

    Delivering Value 39

    Lowering Cost 40

# INTRODUCTION

The PeopleSoft Innovators program was introduced in 2017 to recognize PeopleSoft customers who are adopting our newest features and technology to address business challenges. It provides the customer community with firsthand insights into what is feasible and where real PeopleSoft customers are investing today.

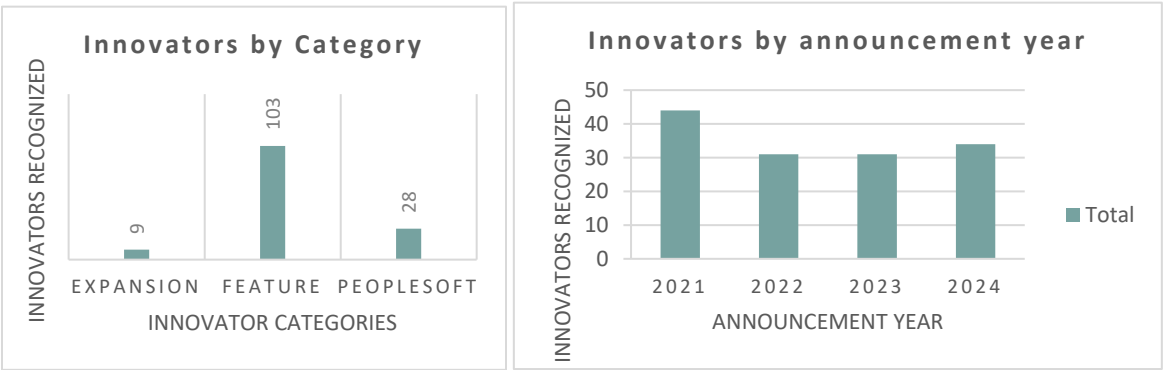
There are three innovator categories available today:

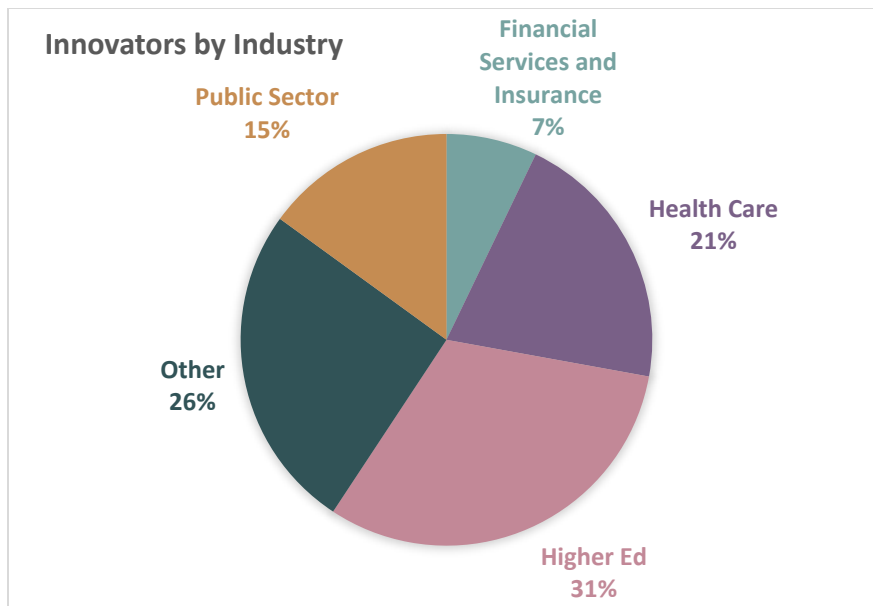
- Feature Innovators have rapidly adopted one or more recently delivered, strategic PeopleSoft features.
- Expansion Innovators have deployed additional PeopleSoft modules or have expanded PeopleSoft to new users, such as a new department, business unit, or region.
- PeopleSoft Innovators transform their businesses through the widespread adoption of two or more strategic initiatives, such as analytics or user experience improvements.

Collectively, the published innovator stories provide a rich body of knowledge and evidence about how customers are achieving value with PeopleSoft.

Since the [first innovators report](#) based on data through 2020, we have recognized 140 new innovators across all industries, geographic regions, PeopleSoft product areas, and technology investment categories. These stories also offer a unique window into the implementation and service partners serving the PeopleSoft community today.

For this report, we are using the data from all innovators announced between 2021 and 2024. The Expansion Innovator category was introduced in 2023.





All the stories analyzed for and referenced in this report are published and available in the [Innovators](#) section of the PeopleSoft Information Portal. Use the Feature and Expansion Innovator tabs to find stories in those categories or use the site search feature. We are working to combine all stories into a single tab for ease of access in the future.

## DELIVERING VALUE

At the highest level, the product team's investment in PeopleSoft can be categorized into two areas: delivering value for the business and end users, and reducing costs. Delivering value is imperative. Productivity demands and technology continue to evolve at a rapid pace, and user expectations have never been higher.

It's no surprise, therefore, that the Innovator program shows PeopleSoft customers are investing in features and updates that improve the user experience, increase functional capabilities, and deliver meaningful business insights.

### User Experience Trends

Eighty-five percent of all innovators have been recognized for improving the experience for their PeopleSoft users. This is the single most consistent area of investment for PeopleSoft customers, and it is evident across HCM, ERP, Campus Solutions, and the PeopleSoft platform as a whole.

What does this investment look like? Where are customers choosing to invest, specifically, and why? Let's explore the trends.

#### Across All Applications

The **Fluid User Interface** was first introduced in 2013. Ten years later, the **most impactful** components of the fluid platform are:

1. **WorkCenters** are the most cited fluid framework across all product areas in the four years of innovator stories that we analyzed. Customers, such as Community Healthcare System, FTI Consulting, and Management Development Institute, have adopted delivered WorkCenters, extended them to suit their business needs, and have created custom WorkCenters too.

"The usage of WorkCenters and dashboards has made the business more efficient by providing a central location to monitor and take appropriate actions." – Community Healthcare System

2. **Activity guides** are the next-most widely used framework, allowing end-users to get their work done faster with guided processes customized for their business. As an example, in higher education alone, the activity guide framework has been utilized to streamline the student onboarding process at Birla Institute of Science & Technology (BITS) Pilani, Lakeland College, and Loyola University Chicago.

"User friendly activity guides now replace the highly manual process, previously consisting of emails and Excel spreadsheets, enabling both

managers and administrators to initiate the desired workflow process.”  
– Deakin University

3. **Dashboards** are the third-most popular category in the innovator program, most notably the in-app embedded analytics available through PeopleSoft Insights. They are used extensively to provide decision support with high-level views of team activities, key metrics, and real-time analytics. Cape Cod Healthcare, Forbes Marshall, and Hennepin County are just a few of the customers making extensive use of dashboards.

“Dashboards provide leadership, analysts, operational managers, and technical leaders with insights on data to drive better decisions, to improve operational efficiencies, and, to plan for opportunities in budgeting.” – Baird

[Learn more about PeopleSoft’s Fluid User Interface.](#)

#### *What’s Next?*

Improving the user experience across PeopleSoft applications is ongoing. As customer expectations, design preferences, and technologies evolve, there’s always more to do. Important recent deliveries and upcoming plans include:

- Homepage sections that allow functional grouping of tiles for improved usability while providing granular control over sequencing. (PeopleTools 8.61)
- A new icon on the Quick Access Bar (QAB) that makes accessibility help easy to access, while allowing administrators to have full control over configuring the content. (PeopleTools 8.61)
- PeopleSoft Insights dashboard for Approvals to review pending approvals, approval trends, and average time to approve by area of responsibility, hierarchy, and role. (Roadmap)
- Smart prompts and drop-downs that suggest the most relevant input values based on the users' usage history. (Roadmap)
- My Favorite Searches that provide a *unified* view and navigation to your saved searches. (Roadmap).

## HCM

### **Customers are deploying new HCM modules.**

Most are long-time customers expanding their use of the system. Some are customers that are implementing PeopleSoft for the first time. All are deploying fluid capabilities and features to improve their users’ experience.

Examples include:

- The United States Army rolled out Human Resources to more than one million soldiers.
- National Housing Bank transitioned its HR business processes from SAP to PeopleSoft HCM in just 10 weeks.
- Savannah River Nuclear Solutions adopted PeopleSoft HR Help Desk to modernize their employee service center for active employees and retirees.
- Norwegian Cruise Line Holdings reduced its third-party vendor ecosystem by adding PeopleSoft ePerformance and Learning Management to its existing system.
- Blue Dart Express Ltd. expanded the use of their existing PeopleSoft modules to their fully owned subsidiary Concorde Air Logistics Ltd.

Unsurprisingly, **HCM feature adoption reflects global workplace trends**. Some features were adopted consistently and widely. Other features were taken more selectively based on priorities within specific industries or the individual customer. Many were deployed rapidly, sometimes within days of when the feature was delivered.

The **top three features** adopted in HCM were:

1. Health and Safety – 10 innovator stories
2. Fluid WorkCenters – 10 innovator stories
3. Fluid timesheets – 7 innovator stories

The program shows customers **adopting features rapidly and broadly across their HCM suites** based on individual priorities and business needs. For example:

- **Remote Worker saw rapid adoption** soon after the pandemic. Big Lots, Clackamas County, National Housing Bank, and State of North Dakota were a few of the early adopters of this feature.

“This allows us to get a view of remote worker distribution, remote worker eligibility, and remote work requests for each department.” – National Housing Bank

“To help administrators easily understand where employees of 60 state agencies and 1,800 departments are working, we deployed Remote Worker and also created our first Kibana dashboard that was unique to our organization.” – The State of North Dakota



- **Payroll Quick Calc** was adopted one week after it was delivered by Community Healthcare System.

“This was specifically requested by the Payroll Manager and has provided much welcome assistance to payroll personnel.” – University of Florida Health/Shands Healthcare

- **Fluid Position Management** also saw wide adoption. Community Healthcare System, Jubilant Life Sciences Limited, SavaSeniorCare, and White & Case were among the early adopters.

“With Fluid Position Management we have been successful in retiring customizations. We were also able to deploy the capability to review the budget prior to the opening of a position.” – Jubilant Life Sciences Limited

“Fluid Position Management deployment has reduced the number of correction mode activities for SavaSeniorCare HR administrators while improving the historical accuracy and auditability of our position records.” – SavaSeniorCare

### [Learn more about PeopleSoft HCM](#)

#### *What's Next?*

Just a few of the most important features we've released and are working on now to improve the user experience in PeopleSoft HCM include:

- Enhancement to Remote Worker, such as more granular detail for some eligibility designations and configurations for retroactive start dates. (Available)
- Position Management Insights on positions that are vacant, partially filled, overallocated, and approved vs. frozen positions. (Available)
- Team calendar for administrators, business partners/matrix teams, and delegates. (Available)
- An easy way for employees to recognize their co-workers with kudos and Accomplishments. (Available)
- Refreshed PeopleSoft Home Page with revised styling and options for new content like suggested actions, quick links, organizational news, and more. (Roadmap)
- Insights visualizations embedded into HCM WorkCenters and transactions. (Roadmap)

## ERP

### Customers are deploying new Financials and Supply Chain modules.

Often, customers are choosing to **deploy new modules in a more widespread and sweeping fashion**. This trend is prompted by fluid capabilities and new features in the modules. In many cases, third-party or homegrown legacy systems are being replaced, which reduces costs while improving the user experience.

- **Lease Administration:** Drummond Company, Inc improved their processes to manage national and international leases. Encompass Health and Northwestern Memorial Hospital also implemented the module, following the activity guide that was delivered with PeopleSoft ERP for transitioning leases to the new standard.
- **Fluid Asset Tracking:** Three customers deployed this module to improve how they monitor assets.

“The implementation of the Fluid Asset Tracking module has benefited OKDHS in numerous ways, including increased accountability, transparency, and efficiency for the agency.” – Oklahoma Department of Human Services

- **Fluid eProcurement:** Two customers enhanced their procurement processes.

“We replaced a legacy system with PeopleSoft Fluid eProcurement, and this allows us to use additional functionality that comes with PeopleSoft without having to worry about security and maintenance associated with other systems.” – Frankenmuth Insurance

- **Fluid Supplier Portal:** Two more customers rolled out this public-facing module.

“Our end users can now search for a contract with the keyword search feature, similar to using an internet search engine like Google. A combination of various PeopleSoft frameworks and search indexes has greatly reduced the processing time required to post a contract publicly providing near real-time access to the data.” – The State of Kansas

- **Mobile Inventory:** One customer deployed this module for the first time, while University of Florida Health/Shands Healthcare extended their use of mobile inventory across their materials management, facilities, and clinical engineering departments.
- **Supplier Contract Management:** Community Healthcare System migrated their supplier contracts from a third-party system, tapped additional technologies to streamline the process across multiple PeopleSoft modules, and

cited six different benefits including “increased transparency and accountability through the contracting lifecycle.”

Notable use of individual features in PeopleSoft ERP include:

- San Diego Community College District deployed the strategic **Match Exceptions Collaboration Center** feature.

“With this feature, the district's finance team can have a bird's eye view of match exceptions with the newly implemented Match Exceptions Collaboration Center. We are seeing reduced exception handling time and increased collaboration with this feature.” – San Diego Community College District

- The University of California, Berkeley began managing **Customer Contracts in fluid**.

“It brings contract billing, revenue, and prepaids into a common interface with the ability to clear exceptions and run processes for revenue recognition and billing.” – University of California, Berkeley

#### *What's Next?*

Just a few of the most recent deliveries and important features we're working on now to improve user experience in PeopleSoft ERP include:

- PeopleSoft eProcurement deep integration with [Oracle Business Network](#). (Available)
- New fluid WorkCenters for assets, commitment control, customer contracts, and expenses. (Available)
- Peoplesoft Insights dashboard for grant administrators to manage cost, budget, billing, and other critical information. (Available)
- Lease payments Insights dashboard for lease administrators to manage current and future lease payments and lease expirations. (Available)
- A new Match Exception Collaboration Center Insights dashboard. (Roadmap)
- Support for virtual cards for supplier payments. (Roadmap)
- Updates to expenses self-service, fluid travel authorizations, and the brand-new approach to managing exceptions in the Expenses WorkCenter. (Roadmap)

## Campus Solutions

Not surprisingly, Campus Solutions innovators adopted features that **improve the experience for their students**.

Birla Institute of Technology & Science Pilani, Loyola University Chicago, The Northern Alberta Institute of Technology, and Lakeland College all used PeopleSoft-delivered technology to improve the student experience.

“Fluid Self-Service for Students has resulted in a significant reduction in time to navigate across the application, providing flexibility in the devices used to access the PeopleSoft system. This has increased efficiency and enhanced the user experience.” – Birla Institute of Technology & Science

“The ability to use mobile devices to update contact information and view class schedules and other academic records like grades and transcripts have greatly enhanced the student experience at Lakeland.” – Lakeland College

### *What's Next?*

To support the continuing effort to provide a comprehensive fluid student self-service experience, the following student self-service features are planned to be delivered in upcoming releases:

- Transfer credit: modeling.
- Transfer credit: report.
- What-if report.
- Learning management system.
- View my schedule.
- Request information (admissions).

## Across All Industries

### ***Higher Education***

With the implementation of PeopleSoft fluid, many universities and academic institutions saw a significant improvement in the user experience for their students and staff. These institutions include Deakin University in Australia, BITS Pilani in India; Management Development Institute Gurgaon in India; and Lakeland College, Loyola University Chicago, Northern Alberta Institute of Technology, Saint Paul Public Schools, San Diego Community College District, School District of Lee County, Simon Fraser University, University of California Berkeley, University of Missouri, University of Notre Dame, and St. Petersburg College in Florida in the U.S. and Canada. By

enabling mobile devices to be used for important transactions, it takes less time to navigate the application, making the process more efficient.

### ***Public Sector***

By investing in user experience, public sector organizations like the City of Calgary, Georgia Department of Administrative Services, National Shared Services Office, the State of Connecticut, the State of Kansas, the State of Montana, and the State of Oklahoma Department of Human Services (OKDHS) have shared increases in efficiency, accountability, and transparency.

### ***Financial Services***

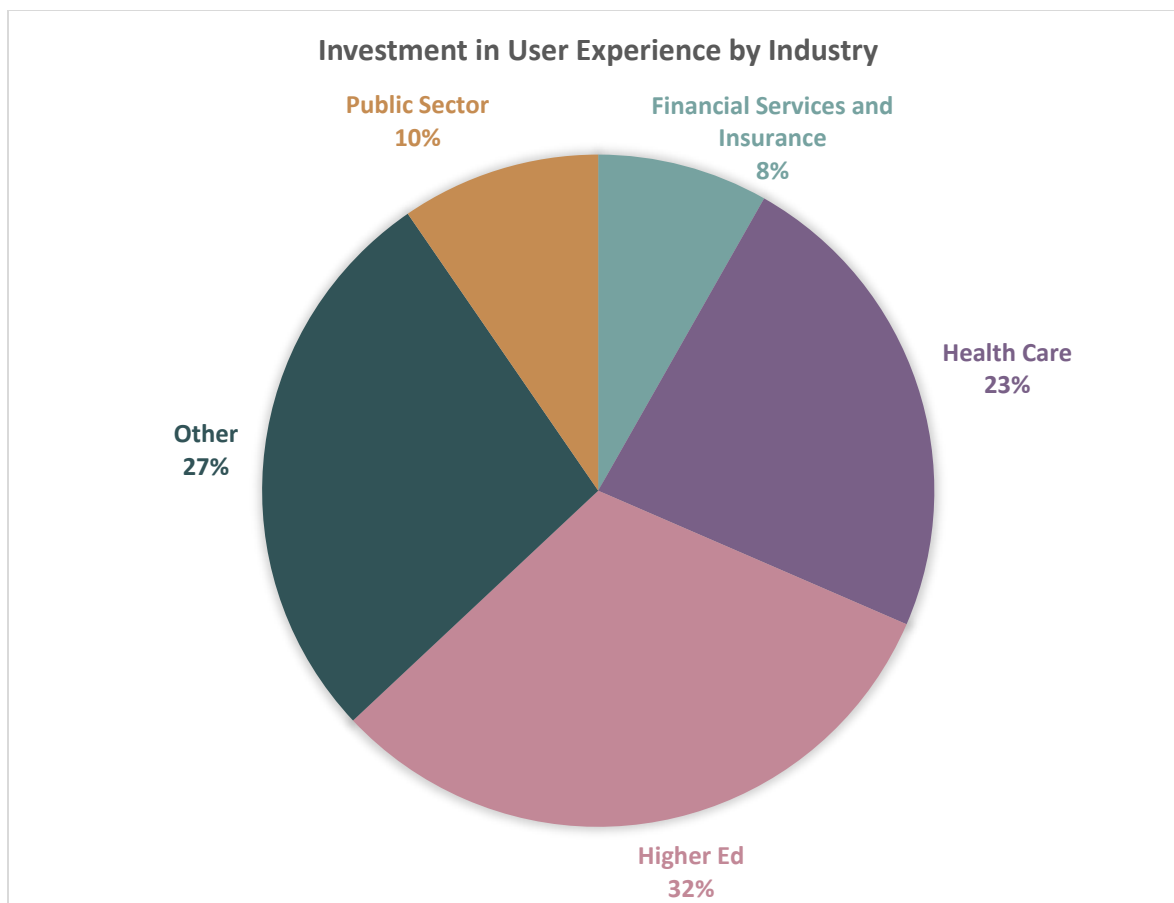
A “fluid first” approach has led to cost reduction and improved operating efficiency for financial services and insurance companies, such as Frankenmuth Insurance, Mutual of Omaha, National Housing Bank, and Karnataka Bank. Fluid capabilities are helping make all users—employees, managers, administrators, and power users—more efficient so they can focus on operating efficiently.

### ***Healthcare***

PeopleSoft customers in healthcare, including Cape Cod Healthcare, Children's Hospital Colorado, Community Healthcare System, Harris Health System, Intermountain Healthcare, Kaiser Permanente, SavaSeniorCare, Stanford Children's Hospital, and University of Florida Health/Shands Healthcare have found that implementing fluid has made it easier for their employees to access applications on mobile devices and eliminate the need for manual, paper forms. It's serving them particularly well in a post-pandemic environment.

### ***Commercial Industries***

Customers around the world from a variety of industries have been able to handle the complex needs of their businesses while offering their users an enterprise-grade user experience with PeopleSoft's fluid user interface. Artech, Charter Communications, Disys, Endeavour Foundation, Evergy, FTI Consulting, Forbes Marshall, Hamilton Company, Hays Specialist Recruitment, J. Paul Getty Trust, Jack Henry & Associates, Jubilant Life Sciences Limited, KAR Global, Roush Enterprises, and White & Case are just a few of the customers who have benefited from our ability to create user-friendly activity guides, enable seamless navigation across any number of applications, offer precise and detailed information about tasks, services, and products, raise user awareness, and empower users to make informed decisions.

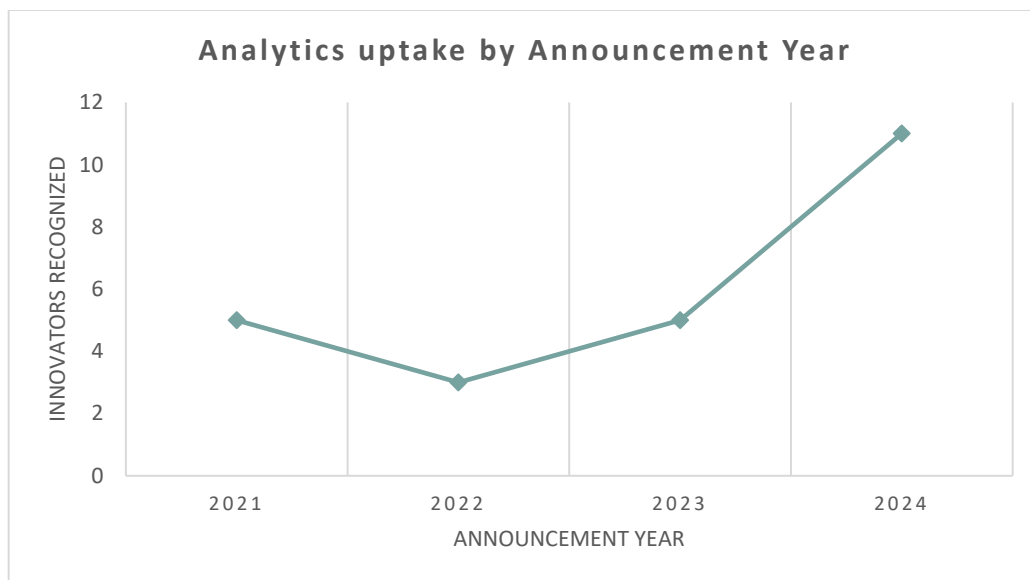


[Learn more about the fluid user experience.](#)

## Analytics Trends

The most recent innovators data shows that PeopleSoft Insights, powered by OpenSearch dashboards, is finally delivering on the promise of in-application analytics. For years, PeopleSoft customers have sought embedded analytics that add value without degrading system performance. That time has arrived.

Across the four-year period we analyzed for this report, 80% of innovators in the category of analytics implemented PeopleSoft Insights. In the most recent year, **one-third of *all* innovators deployed PeopleSoft Insights.**



Looking across these customers, there are a few notable trends:

- Customers are utilizing delivered and custom dashboards.

Many customers, including BUPA, Baird, Cape Cod Healthcare, Harvard University, Hennepin Healthcare, Jack Henry & Associates, Lakeland College, Vidant Health, and Hennepin County, have adopted delivered search indexes and PeopleSoft Insights visualizations. In addition, many customers modify delivered dashboards—changing the labels to match organizational terminology, revising visualizations to meet their needs, and creating custom indexes and visualizations by drawing inspiration from the those that have been delivered.

- Real-time indexing adds value.

Customers are rapidly adopting real-time indexing with PeopleSoft Insights. Omaha Public Power District and the State of Montana and have utilized real-time indexing specifically noting the ability to unlock significant insights and accelerate decision-making without needing a large budget for the project. See the [real time indexing](#) section for more detail on this important capability.

- Analytic tools can be used in combination.

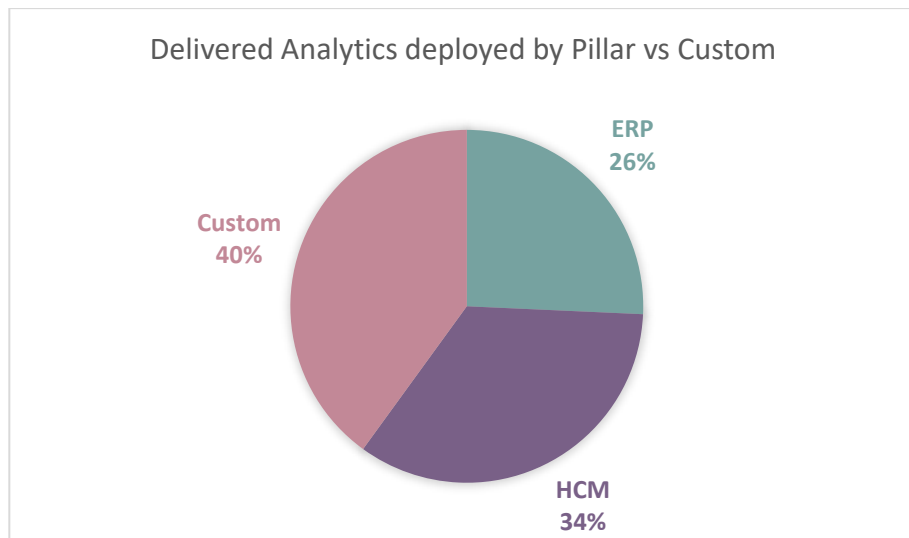
While PeopleSoft Insights is quickly becoming as pervasive as PeopleSoft query, several customers are also using pivot grids and personalized analytic notifications.

“We have developed dashboards and Pivot Grids to eliminate daily emailed reports which provides real-time actionable data. For example, Accounts Payable match exception processing has reduced the number of match exceptions by 50% and quicker resolution of match exceptions to avoid late

payments. The usage of Work Centers and Dashboards has made the business more efficient by providing a central location to monitor and take appropriate actions.” – Community Healthcare System.

“We use a combination of Pivot grids, simplified analytics, personalized analytics notifications, and dashboards for Employees headcount, Headcount movement, Diversity analysis, Remote worker Insights.”  
– National Housing Bank

“With the implementation of personalized analytics notifications our end-users get the information they need, without intervention from the technical team.” – Jack Henry & Associates



[Learn more about PeopleSoft analytics.](#)

#### *What's Next?*

- Ability to embed PeopleSoft Insights in WorkCenters, related content, navigation collections, and fluid pages. (PeopleTools 8.61)
- New HCM Insights for areas like employee turnover, diversity, workforce movement, headcount, and onboarding. (Roadmap)
- New ERP Insights for areas like match exceptions, the grants award portal, expense auditors, and inventory PAR replenishment. (Roadmap)
- The exciting introduction of a new Insights dashboard to help your PeopleSoft administrators determine how customized your environments are and what features you've applied. (Roadmap)



## Search Trends

In modern user interfaces, search is the primary method of navigating. Most individuals can use it with ease because it is simple and intuitive. The innovators recognized in the search category reflect the ways in which the search experience in PeopleSoft has been improved in recent years.

Across the innovator stories, the following trends emerge:

- Navigation search is a quick win.

**More than two-thirds** of the customers recognized in this category enabled navigation search and it's a capability that catches on with users quickly.

"It allows our users to traverse PeopleSoft with just a couple of clicks and keywords. It has become one of the primary methods of navigating PeopleSoft for our users." – Intermountain Healthcare

"Implementation of global search during the upgrade has enhanced the ease of access, eliminating the need to remember navigation paths."  
– Management Development Institute

- Content search serves users in key application areas.

**One-third** of the innovators implemented content search, and they did so for specific applications. In ERP, finding information in Procurement and Supplier Contracts was a key driver. In HCM, search for things like company directory, job postings, and applicants was called out.

"We can now effortlessly search for and access data, greatly benefiting our eProcurement and supplier contract management processes." – Community Healthcare System

- Customers confirm the transition to OpenSearch was painless.

Nearly all the customers started with Elasticsearch. Several talked about how simple the transition to OpenSearch has been. The University of California, Berkeley moved their PeopleSoft Financials system to OpenSearch, and said, "The transition from Elasticsearch to OpenSearch was smooth."

- Uptake of [configurable search](#) is beginning.

While configurable search is the newest area of investment for search, it is seeing early adoption. Saint Paul Public Schools has been using navigation search—including recently visited and searched for item search—in company directory, job postings, and applicant searches in HCM and in eProcurement in ERP. They stated that "configurable search is used for job data search."

- Adoption of search is evenly split across PeopleSoft applications.

55% of innovators in this category have adopted search for both HCM and ERP applications. The remaining Innovators adopted search for HCM or ERP in equal numbers, showing search adoption adds equal value for PeopleSoft HCM and ERP users.

[Learn more about search.](#)

### *What's Next?*

Recent deliveries and planned enhancements for search in PeopleSoft include:

- Contextual descriptions for navigation search suggestions by using CREF descriptions instead of CREF parent folder names. (PeopleTools 8.61)
- Indexing by data partitions for large data volume processing. (PeopleTools 8.61)
- Keyword search exception handling in configurable search. (PeopleTools 8.61)
- New Search for PeopleSoft Insight dashboards and visualizations using keywords. (PeopleTools 8.61)
- Allow system-level search settings for Configurable Search. (Roadmap)
- Improved usability of the Global Search bar, including a simplified input box, easily accessible search categories, ability to clear or delete recently visited items, and more. (Roadmap)
- Incremental Indexing improvements to handle data changes that take effect due to effective dating. (Roadmap)

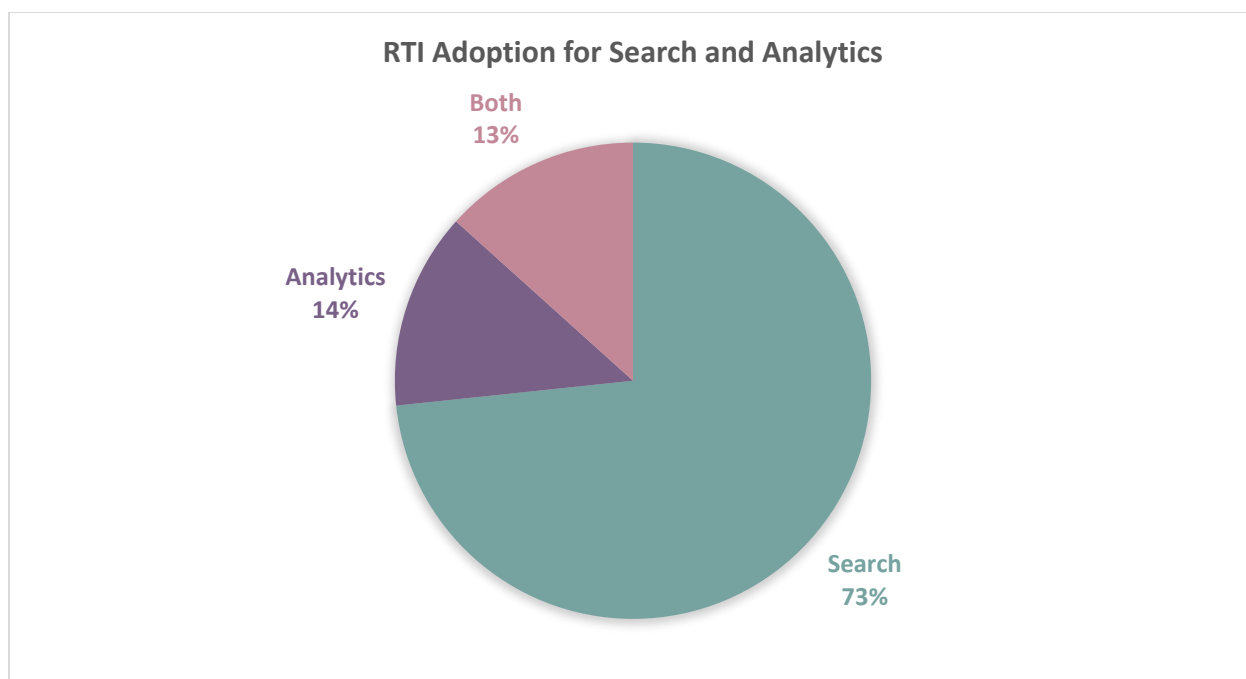
## **Real-Time Indexing (RTI) Trends**

Real-time indexing is one of the newest, and fastest, technologies being adopted by customers according to the PeopleSoft innovators program. With real-time indexing, outdated data is removed from search indexes and inconsistencies between the data in the PeopleSoft database and the indexed data are avoided. **Accurate and up-to-date data powers both search and analytics.** We believe this capability is seeing rapid uptake because it benefits two high-impact features: analytics and search.

Examples of how real-time indexing is being used by customers with PeopleSoft Insights and search:

- Andersen Corporation stopped creating batch reports on different statistics as the dashboards are always up to date because of real-time indexing.

- The IT staff at Calgary Catholic School District expressed their delight at how simple it was to implement search suggestions and how much of an impact it had on end-user productivity. Their users love it!
- In addition to content searching for employment data, edit a person, and health benefits, Harvard University uses real-time indexing for menu searching with suggestions and recent menu options.
- The navigation for users at Los Rios Community College District has improved noticeably since using real-time indexing for keyword suggestions, recent menu items, and class searches.
- The Omaha Public Power District has enabled real-time indexing for job postings. Recruiters can view the job opportunities as soon as a user saves the job posting. They no longer need to wait for a process to finish overnight. They may now obtain data from the dashboard that would have previously taken days to gather.
- Real-time indexing is used by Saint Paul Public Schools to provide search suggestions based on recent menu items and keywords.
- The benefits administrators at Sarasota Memorial Healthcare System were able to promptly examine and finalize time-sensitive benefit transactions because their IT staff had activated real-time indexing on the search indexes underlying the dashboards for benefits life events and benefits admin processing.
- In addition to enabling users to search for recently added employee jobs and person transactions and to easily navigate to the most popular and recently used menu items, the State of Montana implemented real-time indexing on recent menu items, keyword search, job, person, remote worker, remote worker manager, and remote work history for managers. These capabilities provided instant updates to the visualizations in remote worker dashboards and Insights.
- Real-time indexes were adopted by the University of California, Berkeley for order management, project costing, and customer contracts.
- Community Health Systems' operations have changed as a result of real-time indexing for eProcurement, costs, suppliers, and contracts with suppliers. Upon adding new items to the item master, it instantly permits access and the creation of contracts. The procurement department can now obtain information instantly, doing away with prior wait times, thanks to real-time indexing and global search.



[Learn more about real-time indexing.](#)

#### *What's Next?*

In recent years, PeopleSoft has delivered more than 90 RTI-enabled indexes across HCM, ERP, and Campus Solutions. Recent deliveries and plans include:

- Support for real-time indexing of activity guide search definitions. (PeopleTools 8.61)
- Improvements to performance and the experience of working with indexes, both real time and incremental. (Roadmap)

## **Digital Assistant Trends**

The innovator program shows a slow but consistent adoption rate for digital assistants with PeopleSoft. The stories reveal the following insights:

- The higher ed industry is leading the way, followed by healthcare.  
Higher education was the first industry to exploit the potential of digital assistants, providing a valuable tool to support students and staff during the pandemic. More recently, customers in the healthcare industry are seeing the benefit. The introduction of large language models (LLMs) and generative AI features in the digital assistant platform may spur accelerated adoption in the coming years.

- The benefits are measurable, and quite significant.

Customers who use digital assistants, like Embry-Riddle Aeronautical University, Loyola University Chicago, Sarasota Memorial Healthcare System, Seneca College, and others, report several benefits, including a streamlined information dissemination process, round-the-clock access to information, and a rise in the number of queries handled by the digital assistants instead of requiring expensive human intervention.

- After one year of availability, Embry-Riddle Aeronautical University discovered that their digital assistant had answered nearly 9,000 student inquiries.
- According to Loyola University Chicago, 91% of users gave the digital assistants a positive rating.
- Seneca College estimated monthly cost savings of \$150,000 over a personnel intensive help desk approach.
- Virginia Community College System<sup>1</sup> (VCCS) deployed digital assistants at a cost of \$1 per user across 23 colleges providing 24/7 support with an accuracy rate of over 90%.

- Most customers focus on a specific product area: HCM, ERP, or Campus Solutions

Sarasota Memorial Healthcare System is the first customer to deploy PeopleSoft digital assistants across PeopleSoft HCM and ERP. After the initial implementation and the quick rise to popularity of the benefits and payroll chatbots (also referred to as skills), they swiftly deployed the expenses and eProcurement skills. Approximately 9,300 users now have easy, conversational access to information about their paychecks, benefits, purchases, and expense reports.

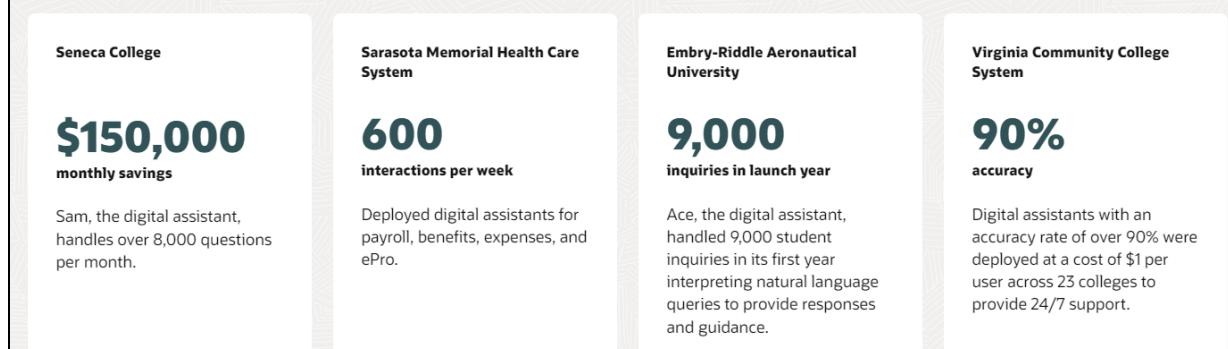
- Most customers get help from a partner.

Notably, 80% of the customers recognized for deploying digital assistants worked with a partner. Their experience helps rapidly deploy and train skills, modify delivered skills, or create custom skills.

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<sup>1</sup> VCCS was recognized as an Innovator after the April 2024 announcement. They will be included in the 2025 announcement year and excluded from statistical analysis in this report.

Digital assistants help users while reducing costs and increasing accuracy.



[Learn more about digital assistants with PeopleSoft.](#)

### What's Next?

The Oracle Digital Assistant platform has been advancing rapidly. Recent deliveries and ongoing areas of investment include:

- [Oracle Digital Assistant SQL dialog](#) translates a user's natural language input into SQL queries, execute the query against the backend data source, and display the response. (ODA 22.12)
- Generative AI features, natural language understanding and machine learning, AI-powered voice, and analytics and insights, [and more](#).

## Guided Learning Trends

The Innovators in this category reflect a small but steady set of early adopters. This is consistent with the adoption rates of other PeopleSoft add-on capabilities or technologies. These early adopters show:

- Uptake is starting in healthcare, the public sector, and non-profits.  
Unlike OCI and digital assistant adoption where the first movers came from the higher education industry, Oracle Guided Learning (OGL) adoption started in the healthcare industry with Kaiser Permanente, followed quickly by public sector and non-profit customers.
- Real-time, in-application guidance adds value.  
Both the City of Seattle and the State of North Dakota talk about the value of providing in-application guidance to support their users, particularly with complex or infrequent processes.

- A modern approach to training and documentation.

Multiple customers cite the benefits of modernizing their approach to training and documentation. The ability to incorporate videos, graphics, text, links, and other information into in-application guidance has increased user adoption and engagement making Oracle Guided Learning a digital adoption platform.

- Starter kits are a big hit.

Developed after the initial wave of early adopters, our certified OGL partners for PeopleSoft have libraries of “starter kits”—providing hundreds of pre-built guides across PeopleSoft products. These are proving to be a big hit and are helping to accelerate the next wave of adoption of OGL.

[Learn more about Oracle Guided Learning.](#)

#### *What's Next?*

To help customers quickly see value from OGL, recent efforts have focused in two areas:

- Starter kits: Both SpearMC and Deloitte have invested in building libraries of pre-built guides for PeopleSoft that customers can import and use as is or modify, to fast-track development of custom guides, and drive training.
- Implementation options: PeopleSoft customers have the option of working with Oracle University-certified partners SpearMC and Deloitte, as well as Oracle Consulting and Cap Gemini for Oracle Guided Learning services.





# Innovator Spotlight

## Saint Paul Public Schools

transforms with PeopleSoft application and technology innovations.

User Experience, Analytics, Search, RTI, Oracle Cloud Infrastructure,  
PeopleSoft Cloud Manager, Configuration, Selective Adoption.

[Read their story](#)



## LOWERING COSTS

Reducing costs is the second major category of investment for the PeopleSoft product team. Again, regardless of how long a customer plans to run PeopleSoft, it has never been more crucial to lower operating costs and increase agility. Organizations today must be efficient, while also responding quickly when internal or external dynamics change. And as PeopleSoft expertise becomes increasingly scarce, technology advancements make it possible to radically change the cost to administer the system—and make customers nimbler.

The benefits that customers are experiencing in this area have, quite frankly, been greater than anticipated. The PeopleSoft Innovators program continues to provide the richest source of information about what is adding real value for our customers and how.

### Oracle Cloud Infrastructure Trends

The published Innovator stories over the last few years make one thing very clear: the single most immediate and significant way to lower the cost of operating PeopleSoft is to run in Oracle Cloud Infrastructure (OCI).

The most common benefit customers share is **improved performance** by 30% or more.

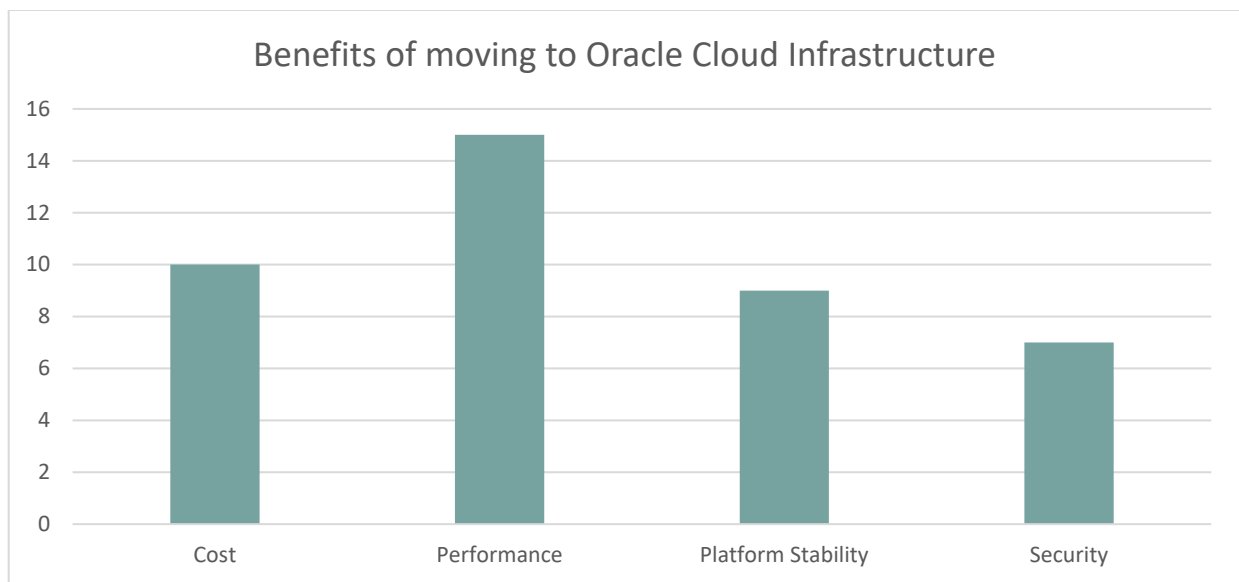
- Strategic Distribution, Inc. reported a 59% reduction in transaction time.
- The University of Tasmania reported a 30% improvement in performance.
- Sydney Catholic School reported a 20% improvement in performance.

Many indicate **cost savings** between 20% to 50%; some are much higher.

- Saint Paul Public Schools reduced their infrastructure costs by about 75%, reduced licensing costs by 50%, staffing costs by 25%, and facility costs by 75%.
- Hennepin County moved 32 instances of their PeopleSoft applications across HCM, ERP and ELM saving about 40% in hosting cost.
- The University of Tasmania has saved over 20% in hosting costs.

Other benefits include **reduced emissions**, **improved security**, and more, like French railway SNCF who was awarded for reducing greenhouse gas emissions.

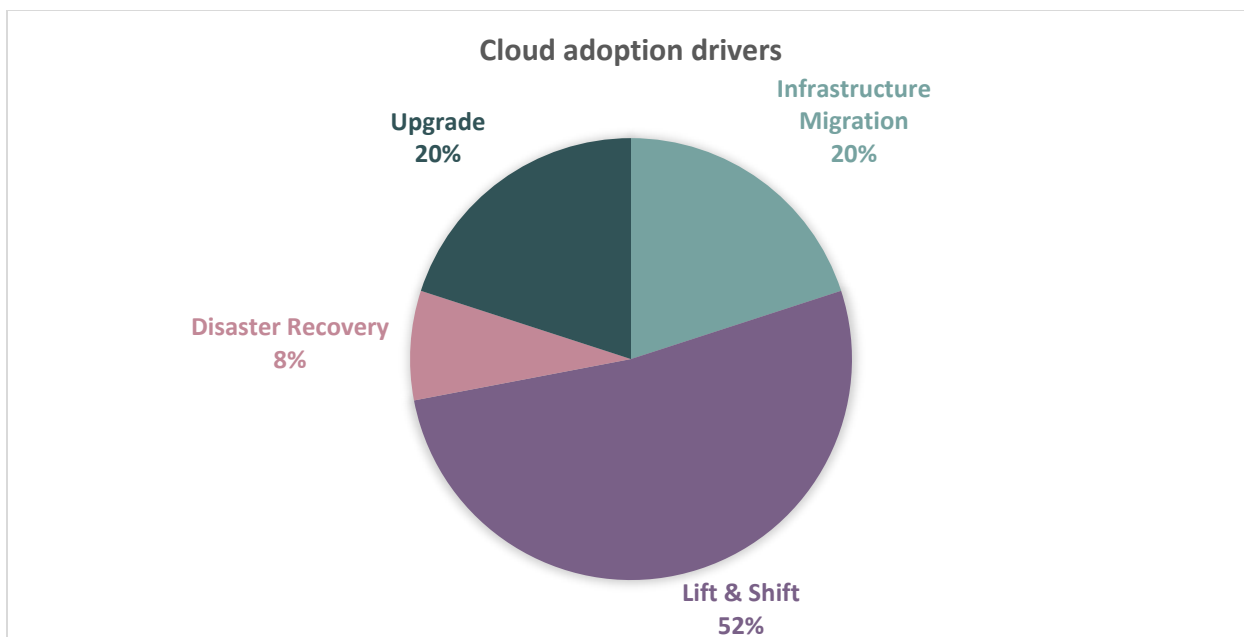
The most cited benefits realized across the Innovators in this category break down as follows:



### How do customers adopt Oracle Cloud Infrastructure?

Customers make the decision to leverage OCI for a variety of use cases. Analyzing across the stories, the most common trends for cloud adoption are:

- **Lift and shift:** Customers such as Cognizant, Forbes Marshall, Frederick Community College, Hennepin County, Management Development Institute, San Diego Community College District, St. Petersburg College in Florida, and Trinet Group made a strategic decision to adopt cloud, moving all their production and non-production environments into OCI as part of a single project effort.
- **Upgrade:** Customers like Cognizant, Forbes Marshall, Management Development Institute, Saint Paul Public Schools, and San Diego Community College District used OCI to support upgrade activities or moved into OCI as part of an upgrade effort.
- **Infrastructure migration:** Customers like St. Petersburg College in Florida and Birla Institute of Technology & Science at Pilani, India converted all their web and application servers from Windows to Oracle Linux in OCI.
- **Start with disaster recovery:** Customers like King County and Saint Paul Public Schools first used OCI to address their disaster recovery needs. Based on that success, they eventually moved all their environments—production and non-production—into OCI.



## Which PeopleSoft customers benefit from OCI?

With the significant number of cloud stories now available, additional insights are emerging about how widespread and diverse the opportunity is for PeopleSoft customers. There's a path to OCI for everyone, including customers who:

- Standardize on a non-Oracle cloud platform.

Los Rios Community College<sup>2</sup> standardized on a non-Oracle cloud provider but moved PeopleSoft into OCI to exploit the power of Cloud Manager.

- Run PeopleSoft on Microsoft SQL Server.

Frederick Community College and Harkin Builders kept their SQL Server database and moved it into OCI.

Peralta College transitioned from Microsoft SQL Server to the Oracle database as part of their move to OCI.

- Run PeopleSoft on Windows.

Birla Institute of Technology & Science (BITS) Pilani and St. Petersburg College in Florida moved their operating system from Windows to Linux on Oracle.

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<sup>2</sup> Los Rios Community College was recognized as an innovator after the April 2024 announcement. They will be included in the 2025 announcement year and excluded from statistical analysis in this report.

- Have large data center operations.

Trinet eliminated its data center and moved its *entire technology workload* into OCI—over 150 TB of data from approximately 2,000 servers, 100 databases, and 100 applications, including PeopleSoft.

- Have many PeopleSoft users, or very few.

Cognizant runs its entire PeopleSoft footprint on OCI, supporting its population of 300,000 users.

Forbes Marshall runs PeopleSoft in OCI, with just 1,800 users.

In addition to the PeopleSoft application-specific capabilities, many customers are taking advantage of additional OCI services to deliver value.

Customers like BITS Pilani, Cognizant, Frederick Community College, San Diego Community College District, and Sydney Catholic Schools have cited improved security and benefits from native Oracle Cloud Infrastructure services, including:

- OCI Application Performance Monitoring
- OCI Vault
- OCI Data Guard
- Oracle Data Safe
- OCI Observability and Management
- OSMS patching alerts.
- OCI vulnerability scanning and alerts.
- Cloud Advisor
- Cost analysis monitoring, and logging

## **Across All Industries**

### ***Higher Education***

Colleges and universities were the earliest adopters of Oracle Cloud Infrastructure with PeopleSoft; they continue this strong adoption trend even today. Half of the innovators analyzed for this category are from the higher education industry.

Customers such as BITS Pilani, Frederick Community College, Management Development Institute, Northern Alberta Institute of Technology, Peralta Community College, San Diego Community College District, Sydney Catholic Schools, University of Tasmania, and St. Petersburg College in Florida have moved their PeopleSoft instances from on-premises to Oracle Cloud Infrastructure.

## **Public Sector**

Approximately 25% of the Innovators in this category over the last few years were from the public sector. Customers including the State of Oklahoma Office of Management & Enterprise Services, French Railways SNCF, Hennepin County, King County, and the State of Oklahoma Office of Management and Enterprise Services, have shifted portions of their production, non-production, and disaster recovery workloads to Oracle Cloud Infrastructure. Their benefits include a 40% decrease in hosting expenses as well as improved security, optimization of services, and a measurable reduction in total operating expenses.

## **Other Industries**

The remaining PeopleSoft innovators that adopted Oracle Cloud Infrastructure come from a wide range of industries, from professional services to construction, and manufacturing., including customers such as Cognizant, Forbes Marshall, Harkins Builders, Strategic Distribution Inc., and Trinet Group.

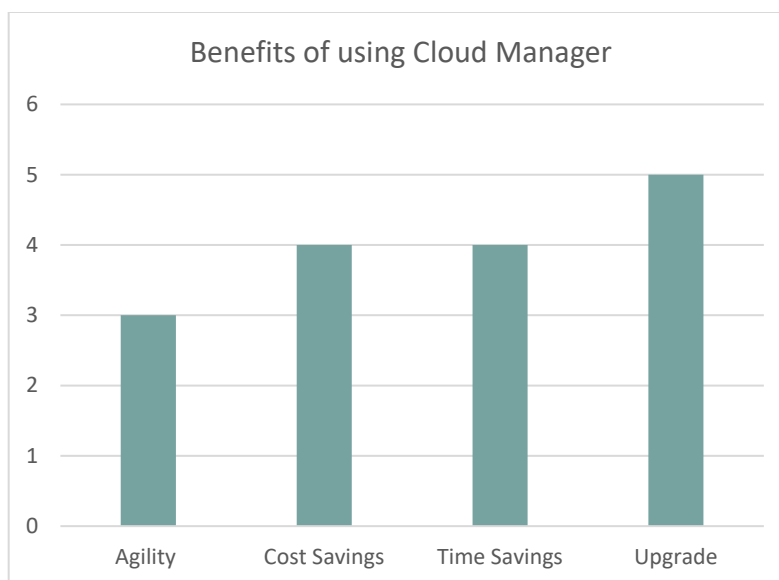
## **PeopleSoft Cloud Manager Trends**

As the strategy for PeopleSoft Cloud Manager has evolved, uptake has consistently increased. While early features like push-button self-service environment provisioning are still available, most innovators are using Cloud Manager because of the robust automation it provides for administering and patching existing PeopleSoft environments—including production.

Customer like Forbes Marshall, Management Development Institute, Saint Paul Public Schools, San Diego Community College District, and State of Oklahoma Office of Management and Enterprise Services are using Cloud Manager to deploy the most recent PeopleSoft update image, provision PeopleSoft environments on-demand, clone PeopleSoft environments for development and testing, apply PeopleTools patches, apply PRPs (PeopleSoft Release Patchsets), monitor the cloud environments, and scale up or down the middle tier of the PeopleSoft environments.

Policy Manager is used to download PRPs automatically, download PUM images automatically, and plan the start and stop of application servers. The innovator stories speak to several advantages due to using PeopleSoft Cloud Manager, including:

- **Cost savings:** Allowing for reallocation of staff to other projects and paying for environments only when they are active, thereby saving money.
- **Agility:** There is now less reliance on outside consultants. With their own PeopleSoft team, customers can now spin up environments for testing and development.
- **Time:** In the past, refreshes took two to three days. Now, it takes a few hours.



[Learn more about PeopleSoft on Oracle Cloud Infrastructure.](#)

[Learn more about PeopleSoft Cloud Manager.](#)

### *What's Next?*

As a major investment area, there are many important new capabilities and powerful features on the roadmap. A few of the key highlights are:

- Support for diverse deployment architectures. (Image 18)
- Orchestration Manager improvements that enable the framework to be highly extensible for unique customer orchestration needs. (Image 18)
- Tag-based environment access control. (Image 18)
- Support for paravirtualized block volume attachments. (Image 18)
- Additional environment advisories including boot disk, crashes, errors, and more. (Roadmap)
- Support for container deployment. (Roadmap)
- Enhanced clustering support for OpenSearch. (Roadmap)

## Configuration Trends

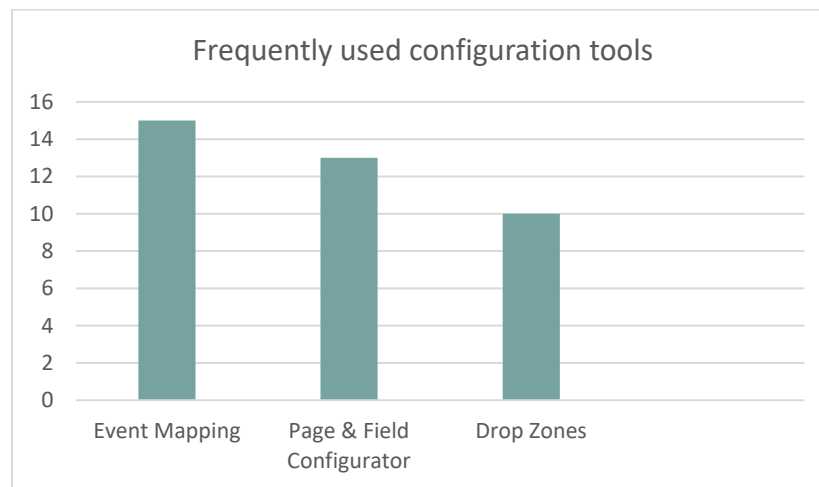
PeopleSoft has always given customers the ability to modify the system to suit their own needs. However, it is costly to develop and maintain conventional approaches to customization, and it is challenging to keep up with updates and fixes. Therefore, it's no surprise that **28% of all Innovators in the last four years were recognized for investing in efforts to reduce invasive customization and embrace**

**configuration**—all while delivering to their users a modern experience that is more personalized and productive.

With dozens of configuration tools and frameworks to isolate customizations to choose from, which deliver the most value?

Looking across all the innovator stories, the **top three** are:

- Event Mapping
- Page and Field Configurator
- Drop Zones



The stories also show the following trends:

- Many customers use multiple tools in combination.  
Customers that embark on a de-customization effort, or that create ongoing strategies to manage customizations, often cite using two, three, or more tools in combination.
- There are lots of tools and frameworks to choose from.  
While the three above are most popular, many other tools and frameworks are being used. These include Application Engine plug-ins, Approvals Page Composer, Acknowledgement Framework, Notification Framework, Delegation Framework, Form Builder, and many more.
- More than a one-time effort.  
Several customers have shared details about their strategies to manage customizations on a continuous basis, as part of their selective adoption strategy. Customers like Fresenius Medical Care North America are using the Customization Repository to better manage and understand the cost of their customizations over time.



These innovator stories clearly show that efforts are taking place across all PeopleSoft products, industries, regions, and size of organization:

- Karnataka Bank and Mutual of Omaha, two **financial services and insurance** companies, embraced the chance to use event mapping and the Page and Field Configurator to remove or isolate over a hundred customizations.
- During an upgrade, **healthcare** customers such as Children's Hospital Colorado, Intermountain Healthcare, and Fresenius Medical Care North America reexamined their customizations. They eliminated and isolated customizations using a range of tools, including the Customization Repository, Page and Field Configurator, Drop Zones, and Event Mapping. As a result, they are now prepared to swiftly implement new features using selective adoption.
- Drop zones, Event Mapping, Application Engine plug-ins, Page and Field Configurator, Page Composer, Delegation Framework, and Form Builder are some of the tools used by **higher education** customers, including BITS Pilani, Florida State University, Saint Paul Public Schools, Simon Fraser University, University of Massachusetts, University of South Florida, and St. Petersburg College, Florida to isolate and manage customizations.
- Utilizing delivered tools and frameworks, **public sector** customers like the City of Calgary and the National Shared Services Office have been able to isolate and remove many expensive customizations to get ready for future selective adoption.
- **Commercial** customers, including Artech, Charter Communications, Disys, Endeavour Foundation, FTI Consulting, Forbes Marshall, Hamilton Company, and KAR Global, discovered that maintenance and image uptake is simpler, quicker, and less expensive when old customizations are isolated and eliminated.

The introduction of extremely powerful, feature-rich configuration frameworks and tools to isolate customizations has made it simple and cost effective to match the user interface with business processes that are unique to each organization.

[Learn more about configuration and de-customization.](#)

### *What's Next?*

Some of the most noteworthy new deliveries and planned enhancements are:

- Notification Composer. (Available)
- Page and Field Configurator change tracker that allows you to track changes to data in PeopleSoft systems made by users—by role, by mode of entry, and based on criteria. (Available)



- Page and Field Configurator change tracker that will be integrating with Notification Composer so you can notify users when changes meet your desired criteria. (Roadmap)
- Page and Field Configurator option to override application-level defaults. (Roadmap)
- Configurable search to allow system-level search settings. (Roadmap)

## Selective Adoption Trends

PeopleSoft selective adoption was introduced in 2013, more than 10 years ago. The process and technology allow customers to decide what fixes and new features to apply, and when to apply them.

With this unique model, PeopleSoft has been able to deliver many time-critical improvements and enhancements in HCM, ERP, and Campus Solutions, giving customers crucial flexibility. This was best illustrated by the updates and enhancements introduced during and after the pandemic as it rapidly reshaped the way we work. Some of the greatest adoption in the shortest amount of time occurred with features like updates to Health and Safety and Remote Worker.

Beyond the pandemic, innovators are consistently selecting and deploying only the HCM and ERP features that deliver value for their organizations. Highlighting just a few examples:

- In HCM: The University of Florida Health/Shands Healthcare and Community Healthcare System implemented Payroll Quick Calc; J. Paul Getty Trust implemented Benefits Plan Comparison; Endeavour Foundation and Forbes Marshall deployed Offboarding; BigLots and Harvard University deployed Gender Identity; and the University of Massachusetts implemented Paysheet Update for Payroll for North America.
- On the ERP front: The State of Connecticut has been recognized as an innovator for its implementation of Business Process Weaver. To take advantage of new capabilities, Encompass Health and Northwestern Memorial Hospital launched the recently improved Lease Administration. The Match Exceptions Collaboration Center was deployed by the San Diego Community College District.

Two Innovators are using the new **PUM Automated Updates**. With the latest improvements in lifecycle management and the planned enhancements, this is just

the beginning in eliminating unnecessary manual effort and unlocking strategic insights on cost and risk.

“[It] has proved to be much easier than manually downloading the PeopleSoft Release Patchset (PRP) zip archives and applying them to their PeopleSoft image the old way via Change Assistant.” – University of South Florida

Beyond the rollout of individual features, several Innovators have shared insight into their **selective adoption strategies and approaches**. For example:

- Kaiser Permanente has a “stay current” process, now operating successfully for more than five years to perform PeopleTools updates and deliver features for their over 250,000 users.
- Hays Specialist Recruitment provides significant detail on their collaborative, comprehensive “Model Office” initiative, how they achieve continuous delivery, and their iterative analysis of customizations.
- Community Health Network talks about their journey, which started by working with a partner to establish a repeatable process and methodology, then transitioning to executing self-sufficiently on a recurring basis.
- Customers like Community Healthcare System, Deakin University, and University of Florida Health/Shands Healthcare speak of their multi-year innovation efforts with deployments of new functionality over time.

[Learn more about PeopleSoft selective adoption.](#)

*What’s Next?*

PeopleSoft continues to invest in the technologies that drive selective adoption. Recent updates and planned enhancements include:

- Enhancements to PUM Automated Updates (PAU) to automatically transfer your target databases, change package metadata, PAU schedules, and repository data from the previous update image (N) to the new update image (N+1). (Available)
- PUM Automated Merge: Update three-way merge to track merge rules by session. (Available)
- A PeopleSoft Insights dashboard that will show your customizations and how they are used, so you can determine which are worthwhile to maintain. (Roadmap)

## Test Automation Trends

One key enabler for achieving a sustainable selective adoption strategy and deploying new features, or removing invasive customizations, is automated testing. Deploying frequent updates demands an approach to testing that doesn't take months or rely on scarce, bandwidth-constrained business experts. The innovators program shows that an increasing number of PeopleSoft customers are embracing the PeopleSoft Test Framework (PTF) as a core foundation of their approach.

Across the innovator stories, two key observations emerge.

- After an initial pilot period, most customers automate large numbers of tests, across HCM and ERP.
- While investing in test automation takes effort, it yields significant savings in both time and effort.

Examples from the innovators:

- Community Healthcare System automated more than 1,100 tests across HCM and ERP.
- Kaiser Permanente automated 70 – 80% of their systems integration test, improving efficiency and cutting costs.
- Since 2016, PeopleSoft Test Framework has been used by AARP, resulting in a 70% resource savings and a 50% reduction in test cycle times.
- The State of Indiana has automated 84% of its test cases, cutting the time needed for unit testing by 58% and accelerating the uptake of a new PeopleSoft image by 43%.
- The University of California, Berkely automated end-to-end process flows in ERP, resulting in increased coverage and accuracy of results, with 70% resource savings and a 50% reduction in test cycle time.

## Digging Deeper

One story that has been used often by customers looking to implement PTF was shared by Hays Specialist Recruitment. They took time to document and share their approach to adopting PTF in detail. Here's an excerpt from their story:

"Hays Specialist Recruitment has adopted the PeopleSoft Testing Framework and is continuing use to it to build as much automation as they can.

"Hays began by developing a PTF use case centered around a retro transaction within Financials, one of their most difficult manual testing scenarios. Not only was the test successful, but the business team also provided strong feedback

indicating that the automated test would drastically cut down on the amount of manual testing that would need to be done as well as the amount of time needed to finish business acceptance testing.

“After carefully reviewing all the recorded manual test cases, the Hays IT team determined that 40% of the cases in the areas of AR, billing, pay bill, and retros could be automated. This analysis also showed that loading test data was one of the more tedious and routine aspects of project testing which PeopleSoft Test Framework could handle.

“Hays' PeopleSoft Test Framework solution's design makes it possible to automatically populate test data for each of the main test scenarios. The business users who have been collaborating with the IT team have also said that they feel more confident in the completed project because of the PeopleSoft Test Framework solution. Hays has been able to fully implement its selective adoption strategy owing to the PeopleSoft Test Framework, and it has been an enormous success.”

Learn more about [PeopleSoft Test Framework](#).

#### *What's Next?*

Recent capabilities that have been delivered include:

- Ability to record and playback automated tests for PeopleSoft Insights dashboards and visualizations. (Available)
- A modern test script recorder for Chrome and Microsoft Edge with an improved user experience, performance, and new productivity features. (Available)
- Bring your own web driver model to stay current with continuously updating browser versions. (Available)
- Ability to record and playback automated tests for sectionalized homepages. (Available)

## PEOPLESOFT AND THE CLOUD

PeopleSoft customers have many options to embrace the cloud—from running PeopleSoft in Oracle Cloud Infrastructure, using value-add cloud capabilities with PeopleSoft, adopting cloud applications as part of a strategic transformation with SaaS, and integrating specific cloud apps with PeopleSoft—often replacing a third-party solution or custom bolt-on.

Over the last decade, we've seen customers embrace all these approaches. The PeopleSoft Innovators program provides a unique window into those choices.

### Running PeopleSoft on Oracle Cloud Infrastructure

For customers who continue to run PeopleSoft applications, the most widespread option to tap into the cloud is by leveraging Oracle Cloud Infrastructure. Many hundreds of PeopleSoft customers across all industries and geographies are doing so, regardless of their size or complexity. The cost savings and business benefits are rapid and remarkable.

For detailed information on the benefits and customer stories, see [Oracle Cloud Infrastructure Trends](#).

Because of the significant, pervasive, and consistent value that PeopleSoft customers have reported when they adopt OCI, regardless of their environment topology or circumstances, we recommend OCI for every PeopleSoft customer. The data clearly shows that OCI is now the best place to run PeopleSoft.

### Extending PeopleSoft with Cloud Capabilities

The innovator program shows that PeopleSoft customers are extending the value of their PeopleSoft solution by tapping other Oracle cloud solutions, and they are doing so in a strategic manner. Adoption here occurs when cloud capabilities meet a specific business need in an organization, delivering compelling value and return on investment for their use cases.

PeopleSoft enables these cloud capabilities by delivering integration frameworks and capabilities, conducting testing and validation, and providing documentation so adopting cloud with PeopleSoft is as easy as possible.

To date, the most often adopted cloud capabilities for PeopleSoft are [PeopleSoft Cloud Manager](#), [Oracle Digital Assistant](#), and [Oracle Guided Learning](#). With the rise in focus on AI and generative AI, we anticipate more Innovators in this area in the coming years.

The menu of cloud capabilities enabled for use with PeopleSoft includes:

- **PeopleSoft Cloud Manager:** provides automated, efficient PeopleSoft systems administration and patching, *regardless* of where you run your PeopleSoft applications (including on-prem).
- **Oracle Data Science:** provides a robust menu of AI and machine learning services for PeopleSoft with the PeopleTools ML Integration Framework.
- **Oracle Generative AI services:** provides powerful and robust generative AI models equipped with advanced language comprehension.
- **Oracle Autonomous Database:** provides efficient, hands-free, intelligent management of your Oracle databases running PeopleSoft.
- **Oracle Digital Assistant:** provides a powerful pre-built digital assistant for PeopleSoft with a library of functional skills, and an industry-leading conversational platform with out of the box generative AI capabilities.
- **Oracle Guided Learning:** provides real-time in-application guidance for end users based on delivered PeopleSoft product and your unique system and business processes.
- **Oracle Asset Monitoring Cloud (IoT):** provides real-time visibility into your assets' location, health, and utilization, integrated into PeopleSoft Asset Management and PeopleSoft Maintenance Management.


[Learn more about Extending PeopleSoft with Oracle Cloud Solutions.](#)

## Adopting and Integrating with Oracle Cloud Applications

The third option for PeopleSoft customers to exploit the cloud is to transform with Oracle cloud applications. PeopleSoft customers across all industries and geographies have made the move to cloud applications—replacing their PeopleSoft applications with their Oracle cloud counterparts.

Some customers execute their journey to cloud applications one application area at a time—running PeopleSoft and Oracle cloud applications for different areas of their business. Kaiser Permanente is an example of a PeopleSoft customer that has moved to Oracle Cloud HCM while continuing to run and innovate with PeopleSoft Financials and Supply Chain.

Most recently, we have recognized Roush as a PeopleSoft Innovator for implementing a full closed-loop interface between Oracle Cloud Supply Planning (SaaS) and PeopleSoft Financials and Supply Chain Management (ERP). Through the usage of this solution, Roush can take advantage of the advanced capabilities of the Oracle Cloud



Supply Planning application, enabling its customers to leverage Oracle software to execute the whole plan-to-produce business process.

[Learn more about the customers that have adopted cloud applications and get access to the resources we've developed specifically for PeopleSoft customers.](#)

## APPENDIX

### Partners - The Innovator Advocates

Partners are an important part of the PeopleSoft community and provide valuable knowledge and insight as customers invest in PeopleSoft. Forty-seven percent of all PeopleSoft innovator stories named one of 20 partners. The most cited partners in innovator stories over the last four years are:

- Deloitte (previously known as Presence of IT): 10 citations.
- Astute Business Solutions: 8 citations.
- SpearMC Consulting: 7 citations.
- 1218 Global: 6 citations.

Use the tables below to find partners that have demonstrated experience in the respective categories, based on the published innovator stories.

### Delivering Value

PARTNER ORGANIZATION	USER EXPERIENCE	ANALYTICS	SEARCH	RTI	DIGITAL ASSISTANTS	GUIDED LEARNING
1218 Global	Y	Y	N	N	N	N
Accenture	Y	N	N	N	N	N
Astute Business Solutions	Y	Y	N	N	N	N
BearingPoint	Y	N	Y	N	N	N
Deloitte	Y	N	N	Y	Y	N
Elire	Y	N	N	N	N	N
Gideon Taylor	N	N	N	N	Y	N
Intrasee	N	N	N	N	Y	N
Kovaion Consulting	Y	N	Y	N	N	N
MIPRO Consulting	Y	N	N	N	N	N
NTT Data	Y	Y	N	N	N	N
psadmin.io	Y	Y	Y	Y	N	N



PARTNER ORGANIZATION	USER EXPERIENCE	ANALYTICS	SEARCH	RTI	DIGITAL ASSISTANTS	GUIDED LEARNING
Sierra Cedar	Y	N	N	N	N	N
SmartERP Solutions	Y	N	Y	N	N	N
SpearMC	Y	Y	N	N	N	Y
Version 1	Y	N	N	N	N	N

## Lowering Cost

PARTNER ORGANIZATION	OCI	CLOUD MANAGER	CONFIGURATION	SELECTIVE ADOPTION	TEST AUTOMATION
1218 Global	Y	Y	Y	N	N
Astute Business Solutions	Y	Y	N	N	Y
BearingPoint	N	N	Y	N	N
CapGemini	Y	N	N	N	N
Deloitte	Y	N	Y	Y	N
Elire	N	N	Y	N	N
HyperGen Inc	N	N	Y	N	N
Kovaion Consulting	N	N	Y	N	N
MIPRO Consulting	Y	Y	Y	N	N
psadmin.io	Y	Y	Y	N	N
Sierra Cedar	Y	N	Y	N	N
SmartERP Solutions	N	N	N	Y	N
SpearMC	Y	N	Y	N	N
WorkStream Technology	N	N	N	N	Y

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