Our Client

Largest Catholic hospital system in the US

The organization's healthcare network consists of some 80 general hospitals, along with a dozen long-term care, acute care, rehabilitation, and psychiatric hospitals (combined, more than 17,500 beds)

Large nationwide PeopleSoft 9.1 multi-release implementations HCM, Financials, Supply Chain and Self-Service for over 110,000 people

Challenges

Did not have a change management tool to govern configuration changes within and between environments and releases

Multiple compliance requirements around data governance – SOX, HIPAA, ITIL...

Lack of a configuration Gold environment (moving targets)

Heavy reliance on Excel to CI, Data Mover Scripts, and Conversion Loads for configuration

Ongoing configuration model changes (several points of changes)

Results

Simple, low-cost, and scalable 'develop-to-deploy' solution

Utilization of configuration snapshots to maintain design documentation

Ability to produce clear and comprehensive audit trails and comparisons between environments

Real-time change tracking and alerts

Metadata development in configuration controls

Use and sustainment process flows and procedures

Support model was created to manage configuration controls

Comprehensive documentation was created to allow for turn-key future development