

Scott & White Saves Time and Money Utilizing CedarCrestone's Upgrade Lab and Hosting Services for Their PeopleSoft 8.9 Financial Applications

BACKGROUND

Scott & White is the largest multi-specialty practice in Texas, with more than 500 physicians who care for patients at Scott & White Memorial Hospital and Clinic in Temple and at their 15 regional clinics throughout Central Texas. Through their commitment to patient care, education, and research, the dedicated physicians of Scott & White have built a nationally acclaimed healthcare organization, recognized by publications that include U.S. News & World Report and Newsweek, with a reputation for excellence in cancer, orthopedics, and cardiovascular care. Scott & White Memorial Hospital is listed among the "Top 100 Hospitals" in America for cardiovascular, stroke, and orthopedics care.

CHALLENGE

In the past, when Scott & White was faced with the need to upgrade their applications, financial challenges were always prohibitive. On previous HR and Financial upgrades—as well as a Supply Chain Implementation—Scott & White had used Novell as their implementation partner. Pleased with the work Novell had done, they invited them back for a long-term contract. Novell then brought CedarCrestone to the table as a possible hosting partner, highlighting CedarCrestone's Managed Services as a logical choice to host and upgrade their PeopleSoft Financials, Supply Chain, and HRMS applications.

SOLUTION

Scott & White chose CedarCrestone as their upgrade and hosting partner for their Oracle PeopleSoft applications. Since they had no technical resources of their own, all the technical support was provided remotely including help from CedarCrestone India. The upgrade included two databases (application and reporting). Using the upgrade lab approach allowed Scott & White to hand over the upgrade responsibilities to CedarCrestone, resulting in a realignment of internal resources to focus on other core competencies while the upgrade was in progress. Scott & White expects to see many benefits from the functionality enhancements gained by the transition from Financials 8.0 to 8.9. CedarCrestone's Upgrade Lab service was used; it was completed on time and on budget in an aggressive four-and-a-half month project plan.

The greatest reason for the upgrade was to be positioned and ready for what Oracle has in store for the future, specifically Fusion. "Hosting made business sense. Every time we had to upgrade in the past, new servers had to be added to support the transition. The cost was too much and now we can share the cost with CedarCrestone," said Christy Gregory, Director of Information Systems at Scott & White. "The benefits that we have seen with Hosting include: cost savings, a broader technical knowledge as well as resources to support the intricate technical aspects of all PeopleSoft applications. The Service Level Agreement (SLA) presented by CedarCrestone has guaranteed performance and technology availability that could not be possible in-house."



Industry	Healthcare
Modules	PS HR 8.8: Human Resources, Payroll, Benefits, eRecruit, eProfile, ePay PS Enterprise Financials 8.9: Asset Management, Accounts Payable, Accounts Receivable, ePro, General Ledger, Inventory, Purchasing
Services	CMSC Manage, Remote Development, Patch/Fix, Remote Monitoring, Upgrade Lab and Host
Project	CedarCrestone is currently Hosting their PS Financials applications and recently finished a Lab Upgrade from Financials 8.0 to 8.9
Client since	2004

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Christy Gregory
Director of Information Systems

