

Feel the Need for Speed

Session ID # 2145553233

Trane PeopleSoft Financials Upgrade
8.0 to 8.9

Agenda

- Upgrade Strategy
- Upgrade process
- Post Implementation process
- Upgrade benefits



Trane Company

- Manufacturer of Air Conditioning – Air handling products
- Commercial
 - HQ and Data Center – Lacrosse WI
 - PeopleSoft Financials ver 8.8
- Residential (RS)
 - HQ & Data Center – Tyler TX.
 - PeopleSoft Financials ver 8.9

RS – PeopleSoft Environment

- Application modules include:
 - Assets, Projects, Accounts Payable,
 - Accounts Receivable and General Ledger
- Support Locations:
 - 14 North America locations
 - Three international locations
 - Canada – Distributors (AR, AP, GL)
 - Monterey Mexico – Manufacturing (AP, GL) – Multi-book
 - Offshore – Payables Shared Service
- Technical team in Clarksville TN
 - Support all Functional Users remotely

Upgrade strategy and History

- Upgrades Required with Purchase Software
- History
 - Implemented Release 5 - June 1997
 - Upgrade release 5 to 7 - July 1999
 - Upgrade release 7 to 8 - May 2003
 - Upgrade release 8 to 8.9 – Feb. 2007
 - Database 120gb at conversion
- Release 8.9 upgrade all in house Zero \$ in consultant fees

RS Financial Group IT Team



	Name	Years w/Trane	PeopleSoft Yrs	
	Ricky	27	12	
	Don	32	13	
	John	11	11	

Upgrade Approach

- All In house
- Team handles all 3rd party Software
- Ricky is our upgrade specialist
- Do most of the DBA functions during the upgrade with Change Assistant.
- DBA support for backups, etc
- Test and prove all the Core processes

Strategy – Reduce Upgrade Impact

- Implement all PeopleSoft interfaces
 - Still use release 5 GL & AP interface
 - Allows external donor systems to be stable
 - Requires mods to seed correct tables downstream.
- Implement creative ways to get data into Modules
 - XL JE upload direct to HDR & DTL tables
 - Web interface DRAFTS and Payments
 - Implement PeopleSoft upload solutions (replace custom interfaces)
 - XLS upload DRAFTS and Payments to Payment Predictor. – This is now available in release 9

Strategy – Reduce Upgrade Impact

- Create Bolt on Applications if needed
 - Unique menu structure and path
- Weave our mods before/after PeopleSoft Delivered functionality if possible
- Avoid changes PeopleSoft delivered menus, pages (except hyperlinks), tables if possible.

Strategy – Reduce Upgrade Impact

- We were a COBOL Mainframe shop but we don't modify or code COBOL.
 - Support a Cobol Free environment free ASAP
- Plenty of SQR's
 - 150 – 200 SQR's developed in total
 - 50 required changing during upgrade
 - Manual process to determine if change needed.

Hardware during upgrade

- Production 8.0
DataBase Server only
 - Model HP-RP7400
 - CPU/Speed 4W/750mgh
 - Memory 4mb
 - DASD VA7100
 - Network 100mb

 - Additional CPU for App and Web Server
- User Test Becomes Production > 8.9
 - HP-RP4440
 - 8W / 1ghz
 - 32mb
 - EMC CX-300
 - 1 Gigabit

 - All services on one CPU

Hardware Strategy for upgrade

- 1st time we have not upgraded in place
- Building new CPU to be used during testing allows shake out bugs, Production environment stable before upgrade
- Conversion weekend:
 - Worse case – cancel conversion continue on current release old production box.
 - Expected case – End of conversion switch name to new Production name (UPSF > PPSF)
 - Old version available if needed.
 - Communicate IP address change if needed.

Upgrade Timeline

- Project initiation November 2005
- Planned Conversion June 15th 2006
- Management ask our team to delay implementation :
 - Our Outsource service provider would have to understand be trained in the old and new versions.

Upgrade Timeline

- We asked for our day in court to present why we should move forward with current schedule:
- We fought
- We lost
- We rescheduled
 - From June 2006 – Feb 2007
 - Did not freeze changes until November 2006

Upgrade Team Structure

- Core team Representatives for all modules
- Defined roles and responsibilities
- Detail test scripts one template
- Weekly meetings
- Constant communication to all PeopleSoft Users (emails and web pages)

Upgrade Path

- Create Development **DPSF**
 - IT tested all core processes first
 - Functional team work in same environment
- Create User Acceptance **UPSF**
 - Database on new CPU that will become production
 - Ran two test moves to production to fine tune the scripts:

Stress Test

- Prior upgrades we had bypassed this step.
 - 1st time – do as a formality
 - Waited late in the process to test with no contingency plan if failed.
 - Stress Test approach **“ALL SKATE!!”**
 - Stated goal was to Stress out the system
 - **WE SUCCEEDED !!!!** Several times in 3 hours
 - Read directions – made several minor adjustments
 - Lesson Learned – Plan and conduct Stress test

Prior to Upgrade

- One Week
 - Partial move to Production
 - Create a tools only Database
 - Convert Queries and Trees from Production
 - Communicate changes going forward reapply manually after production.
- Four Days
 - Formal Signoff
 - File Test Results - electronically

Conversion speed boosters

- Turned off Archiving – Oracle
- Mark columns for delete vs delete After conversion go back and delete
- Tune conversion scripts where possible
- Run scripts on HOST CPU vs Change Assistant on Windows
- Windows PC with Change Assistant on Local area network vs remote.

Post Upgrade Process

- Published process for reporting issues
- Daily conference calls
- Problems:
 - Security Problems
 - Didn't migrate well
 - One Self inflicted Discount Problem
 - Payment Predictor Problems
- Overall – successful no missed Check runs, No unbalanced ledgers, month-end went very smooth.

Post Upgrade Process

- Stabilize Production
- Correct issues quickly if possible
- If not, Internal Issue log for follow up
- Report issue to PeopleSoft after analysis
- Apply bundles and fixes
- Retest open issue logs
- Work remaining issues

Post Upgrade Evaluation

- Upgrade mods as they are or that will work
 - If Mod still delivers expected results, we leave it in and revisit after upgrade.
 - Exception – if we can remove and test / compare quickly (two days or less) we will take the upgrade
- Stabilize new Production environment
- Review custom mods for elimination
 - Two removed –
 - Check for duplicate payment groups
 - AP Accounting data

Post Upgrade Evaluation

- Review changed or new functionality in release 8.8 – 8.9 to implement and/or replace modifications – process to be started.
 - Data Archiving
 - Replace Customized DRAFT process with Direct Debit delivered functionality
 - Replace Custom General Ledger JE upload with delivered xls upload.
 - Implement Dunning Letters with new features
 - Review our fax/email delivery methods with new features functionality delivered in PeopleSoft.
 - Eliminate 3rd party scheduling package

Upgrade - Benefits

SPEED!!

- Contributors:
 - Faster processor and
 - PeopleSoft Parallel processor

Upgrade - Benefits

SPEED!!

- Accounts Payable
 - Voucher Post and Payment Post – cut in half
- General Ledger
 - Ledger update - 40 minutes now 20 minutes
 - Forecast Reports - 4 hrs now 2 hrs
 - Plan Reports - 90 minutes now 30 minutes

Upgrade - Benefits

SPEED!!

- **AR_UPDATE**
 - 8.0 45 minutes to 1 hour
 - 8.9 5 minutes or less
- **AR Overdue Charges (late fees)**
 - 8.0 4 hours
 - 8.9 30 – 45 minutes
- **AR Customer Statements**
 - 8.0 7 to 8 hrs
 - 8.9 60 - 90 minutes

Upgrade - Benefits

SPEED!!

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Upgrade - Benefits

- Customize pages
- Schedule Queries
- Accounts Payable
 - Ability to add wire account information
 - Setup recurring contracts for multi bank accounts

Question & Answers