

Re-Platforming: Running PeopleSoft Faster and Cheaper

Presenter: Bart Hannah

InterContinental Hotels Group (IHG)

Co-Presenter: Lorne Kaufman

System Efficiency

Intercontinental Hotels Group (IHG) had been contemplating moving their Financials PeopleSoft system from DB2 running on ZoS for about 5 years. The impetus for turning this idea into an actionable project was the need to do a Mainframe upgrade, the cost for this upgrade was approximately \$5,000,000. The expected result of this project was to reduce annual costs while increasing the performance/through-put of the PeopleSoft system. The results that were actually obtained both exceeded the expectation of the implementation team along with the executive management sponsors.

Environment:

Before

Database Server IBM ZoS Mainframe
Application Server P550 AIX 5.3
Web Server Sun Solaris 9 V210

Applications

PeopleSoft – 8.8 App, Tools 8.46
Database – DB2 7.0
Web Server – WebLogic 8.1
Application Server – Tuxedo 8.1

After

Database – AIX P550 Series
Application Server P550 AIX 5.3
Web Server Sun Solaris 9 V210

Applications

PeopleSoft – 8.8 App, 8.46 Tools
Database - Oracle 10g R2
Web Server – WebLogic 8.1
Application Server – Tuxedo 8.1

The Migration of the PeopleSoft database off the mainframe utilizes a series of different tools, (Data Mover, SQL Ways, FTP). As the data was taken off the mainframe it was then staged to be imported into the new Oracle 10g environment. In addition to the data conversion and migration, the new PeopleSoft database was built with Unicode to support the future language requirements. The next step was to install all of the Multi-Language packs; IHG has planned to roll their PeopleSoft applications out internationally to 7 countries. Another objective for IHG as part of this transition was to have better visibility into the total PeopleSoft environment. This was accomplished by deploying PeopleSoft's Performance Monitor, which has given IHG the total visibility within their PeopleSoft application from the Browser all the way to the database.

We knew that selecting the right partner would be crucial in order to give us the best chance to complete this re-platforming project. IHG needed a partner that could provide four major roles for us. Those roles were the technical architect, technical leader that could also co-manage the project, a DB2 DBA to assist our internal DBA in planning for the various instances required, and a very strong technical system resource that could work with our team to “pull back the covers” and help us learn and understand what was taking place and how to troubleshoot issues.

The most difficult resource for IHG to find is a DB2 DBA resource that can really help us and is willing to follow IHG's procedures and standards. The other need that we really were looking for was a more complete knowledge transfer around the system workings, including assisting us in reviewing our logs and helping us understand the relationship between the

messages we were seeing and the system configuration options selected during migration. After talking to several potential partners, we selected System Efficiency, based in Richmond, VA.

The platform migration was done not only for the cost containment aspects, but the control and performance aspects as well. DB2 7 has some limitations as a database as well as an application database for PeopleSoft. Database locking was the major one that was easily overcome by moving the application to an Oracle database. Another major limitation and driver for this platform move was the mainframe was shared with a revenue system and PeopleSoft was constantly competing for resources on the mainframe which made the month-end close process painful and long. An added benefit of moving the PeopleSoft application from DB2 to Oracle was IHG could more easily obtain those skills than those of a PeopleSoft DB2 expert.

As a result of the platform migration IHG has been able to realize not only the cost savings projected over five years, but the no-shared platform model has yielded significant performance benefits. The performance benefits range from Better Performance Online/Batch by 30% along with database refresh going from a week to less than 1 day. The largest benefit that was not planned for was the reduction in the total close process, going from over 1 week to less than 3 days. This platform change has allowed for IHG to roll PeopleSoft out to additional sites more easily and for less money.