



Case Study 02 - Fixed Bid project to merge two separate PeopleSoft HCM systems.

About Cingular Wireless

Cingular Wireless is the largest wireless company in the United States, with more than 50 million subscribers who use the nation's largest digital voice and data network. Cingular is dedicated to providing customers with wireless technology designed to enrich their lives.

Cingular has been a PeopleSoft HCM customer since 1995, dating back to their days as Southwestern Bell Mobile Systems. They utilize the North American Payroll, HR, Compensation and Time & Labor modules. They currently process Payroll for more than 34,000 employees.

Business Case

With the acquisition of AT&T Wireless, Cingular needed to merge their PeopleSoft 8.0 HCM system with AT&T's PeopleSoft 8.3 HCM application. This would entail creating a combined PeopleSoft application that would house over 60,000 employees. The new system would also need to manage the contractor workforce that existed between the two companies. In addition, all of the downstream internal customers that utilize employee and contractor information would need this new stream of information.

In today's fast paced world Cingular could not wait for the two systems to merge before they started to manage and report information as a coherent enterprise. The executive leadership at Cingular needed to be able to manage their organization as a single entity long before the two systems would be merged.

Problem Solved

Woodson Services created a two pronged solution. In the initial phase, they analyzed the critical reporting needs of the combined organization. They outlined a short-term reporting solution that could be used until the final merging of systems could occur. This was complete and in place 6 weeks after they arrived on site.

In the second phase, they worked with the internal HRIS teams from both Cingular and AT&T to streamline the acquisition process. They used their PeopleSoft and process improvement skills to deliver a system that combined the strongest elements of each original system. This solution included a custom contractor self service application, improved SOX user-id creation controls and a reduction of combined system interfaces by 65%.