



## **Case Study 01 - Fixed Bid project to upgrade PeopleSoft 7.5 to 8.3**

### **About Pier 1 Imports**

Pier 1 Imports is North America's largest specialty retailer of unique fashion-forward, decorative home furnishings, gifts and related items directly imported from over 50 countries around the world - displayed in over 1,000 Pier 1 Imports stores in a visually appealing setting. The Company has international operations in Canada, Mexico, Puerto Rico, and the United Kingdom.

Pier 1 Imports has been a PeopleSoft HCM customer since 1996. They utilize the North American Payroll, Base Benefits, HR, Compensation and Time & Labor modules. They currently process Payroll for more than 20,000 employees during peak time periods.

### **Business Case**

Pier 1 was fast approaching the end of their maintenance window for version 7.5. They needed to upgrade their existing PeopleSoft 7.5 HCM system to the new PeopleSoft 8 platform. Pier 1 wanted to upgrade to the latest version of PeopleSoft HCM possible while meeting their October deadline.

The systems integrators Pier 1 had approached were recommending they upgrade to version 8.0 instead of 8.3. They were unable to guarantee their October go-live deadline if they had to wait on the version 8.3 upgrade scripts from PeopleSoft.

In addition, the Pier 1 team needed a solution that was cost effective.

### **Problem Solved**

Woodson Services put together a small cross technical and functional team that was able to work hand-in-hand with the Pier 1 Imports PeopleSoft team. This partnership allowed the project to complete a month ahead of the October deadline with the 8.3 version of the software. This approach also allowed the internal Pier 1 PeopleSoft team to take ownership of the PeopleSoft 8.3 HCM application immediately after go-live.

More importantly, by utilizing Woodson Services' rapid implementation processes and fixed bid approach, Pier 1 realized more than 500% savings in upgrade cost in comparison to the proposals of other systems integrators.

**"Woodson Services performed above our expectations and below our budget."**

**- Andy Laudato CIO,  
Pier 1 Imports**