

# Workers' Compensation Board Alberta - PeopleSoft Upgrade for Finance and HCM

## Sierra Systems Delivers On Time, On Budget 9.2 Upgrades

### Challenge

Through consultation with Sierra Systems, an NTT DATA Company, WCB-AB decided to upgrade its PeopleSoft HCM and FSCM systems from 9.1 to 9.2 to ensure continued Oracle Support, leverage the Oracle Continuous Delivery Model, to implement new functionality, and to replace customizations where possible.

WCB-AB runs their PeopleSoft environments on a mainframe operating system with DB2 databases for the database server infrastructure and Windows for the application and web servers. The upgrade scope included seven financial environments and five human resource environments. The PeopleSoft modules upgraded were: Receivables, Payables, General Ledger, Purchasing, Core Human Resources, and the Payroll interface with integrations to several internal and external third-party systems.

### Solution

Sierra Systems has been working with the WCB-AB for more than a decade supporting their PeopleSoft environments. The WCB-AB wanted to accommodate their normal business cycles, while ensuring that the upgrade timeline met their organizational need for adequate user acceptance testing to reduce risk. With this understanding and deep knowledge about their PeopleSoft environments, Sierra planned two separate upgrade projects for HCM and FSCM that were executed over a 17-month timeline. Both projects were upgrades of the existing data and re-implementation of required customizations from version 9.1 to version 9.2 with some targeted areas of added business value. The following new areas of functionality were investigated for inclusion in the current or future upgrades:

- WorkCenters
- Online Pay Cycle Manager
- Deposit Loader
- BI Publisher Check Templates

New delivered features were reviewed during fit/gap sessions and configured for use to replace customizations or manual processes where possible leveraging PeopleSoft delivered functionality.



### Our Industries

- Higher Education
- Health
- Government
- Commercial

### About the company

The Workers' Compensation Board's (WCB-AB) mission is to compensate injured workers for lost income, health care and other costs related to a work-related injury. WCB-AB is committed to prevention, fairness, returning to work, and remaining financially stable.

## Benefits

WCB-AB realized benefits from the 9.2 upgrade by retiring customizations and enjoying further automation of business processes. Sierra Systems managed and executed the upgrade projects with smooth delivery and no interruption to WCB-AB business operations. The HCM environment went live first, on time and within budget, going live in the Fall of 2017. The FSCM upgrade followed with a successful go live in Summer 2018, also on time and within budget.

Both upgrades ran ahead of schedule given Sierra Systems' staff efficiencies, but the original go-live dates were kept because of predefined production outage windows for cutover activities.

Several of Sierra Systems' Application Managed Services (AMS) staff were integrated as part of the project team to ensure an easy transition from the upgrade project to AMS support. These upgrade projects were completed seamlessly with no unintended down time and no increase in support tickets.

## Why Sierra Systems

Sierra Systems has more than 25 years of experience implementing, upgrading and supporting PeopleSoft applications. We were one of the original eight PeopleSoft Alliance Partners in the early 90's and maintain a strong relationship with Oracle today.

Our Oracle professional teams are comprised of seasoned consultants, advisors and IT strategists who have a distinguished track record in strategy, process improvement, quality assurance, business transformation, implementation, organizational change management, training, managed services, and project management. Our teams have the full spectrum of technology and business skills necessary to meet your immediate and future goals.

Contact us today to learn more on how we can guide your Company's modernization.



Specialized  
PeopleSoft Enterprise Financial  
Management



Specialized  
PeopleSoft Human Capital  
Management



## Accelerating Businesses' IT

Sierra Systems' 50+ years of deep expertise in targeted industries has built our reputation of delivering superior solutions that strengthen organizations' performance.

- [Contact@sierrasystems.com](mailto:Contact@sierrasystems.com)
- 1-877-688-1371



**Oracle PeopleSoft Upgrade to 9.2**  
Workers Compensation Board upgrades HCM and FSCM system on time and on budget for improved efficiencies and improved automation

[VIEW CASE STUDY](#)



**ServiceNow IT Service Management solution**  
IT service management solution transforms Oakville enterprises corporation for improved visibility, scalability, and time savings

[VIEW CASE STUDY](#)



**Data Analytics and Machine Learning**  
Machine learning and data analytics solution enables Pure Technologies a 99.3% reduction in average processing time

[VIEW CASE STUDY](#)

Note: Layout is an approximation. The actual text will morph depending on browser settings and window size.

## Workers' Compensation Board - Alberta

Workers' Compensation Board – Alberta's (WCB-AB) upgrade of PeopleSoft HCM and FSCM systems from 9.1 to 9.2 ensured continued Oracle Support, and the ability to leverage the Oracle Continuous Delivery Model, to implement new functionality, and to replace customizations where possible.

### THE CHALLENGE

- In this upgrade, the WCB-AB wanted to accommodate their normal business cycles, while ensuring that the upgrade timeline met their organizational need for adequate user acceptance testing to reduce risk
- The scope included seven financial environments and five human resource environments in a mainframe DB2 environment. The PeopleSoft modules upgraded were: Receivables, Payables, General Ledger, Purchasing, Core Human Resources, and the Payroll interface with integrations to several internal and external third-party systems.

### THE SOLUTION

- Sierra Systems planned and executed two separate upgrade projects for HCM and FSCM over a 17-month timeline. These were primarily technical upgrades of the existing data and reimplementation of required customizations from 9.1 to 9.2, with some targeted areas of added business value.
- New areas of functionality were investigated for inclusion in the current or future upgrades: Online Pay Cycle Manager, BI Publisher Check Templates, Deposit Loader, and PeopleSoft WorkCenter.
- Newly-delivered features were reviewed during fit/gap sessions and configured for use to replace customizations / manual processes where possible, leveraging PeopleSoft-delivered functionalities.

### THE RESULTS

- Sierra Systems managed and executed both upgrade projects with smooth delivery. Both HCM and FSCM projects were completed on-time, and on-budget, with no interruption to WCB-AB business operations.
- WCB-AB retired customizations and now enjoys further automation of business processes.
- Both upgrades ran ahead-of-schedule
- Sierra ensured an easy transition from the upgrade project to AMS support by integrating several of our Application Managed Services (AMS) staff. The upgrade projects were completed successfully and seamlessly with no unintended down time and no increase in support tickets.

## ABOUT WORKERS' COMPENSATION BOARD - ALBERTA

The mission of the Workers' Compensation Board - Alberta (WCB-AB) is to compensate injured workers for lost income, health care and other costs related to a work-related injury. WCB-AB is committed to prevention, fairness, returning to work, and remaining financially stable.

[DOWNLOAD THE COMPREHENSIVE CASE STUDY](#)

[CLOSE](#)