



# CASE STUDY

## City of Eugene

The City of Eugene, located in the Pacific Northwest in the state of Oregon, is implementing PeopleSoft Human Capital Management, Enterprise Learning Management and Financials release 9.2 while implementing Oracle’s Planning and Budgeting Cloud System. The city is currently in production on an old and highly customized release of PeopleSoft. As such, this project is a re-implementation of PeopleSoft.



City of Eugene  
Eugene, OR

### PROJECT & CHALLENGES

The City of Eugene was utilizing PeopleSoft but in a highly customized way. Historically, customizations were built tailored to each department’s requirements without using delivered functionality or best practices. This project included implementation of additional modules and functionality as well as revamping the current structure. During this project the chart of accounts was revamped, additional technology was deployed, and many new modules were added to help reduce manual work.

**PeopleSoft version 9.2**  
**Oracle Planning, Budgeting and Cloud System**

**Industry**  
Public Sector

**Employees**  
2,500

**Products & Services**  
Financials  
Oracle Planning, Budgeting and Cloud System  
Human Capital Management  
Enterprise Learning Management

### GOAL

The City of Eugene established the **Corporate Renovation Project** to meet the following goals:

- Get the most from the City’s investment.
- Avoid costly software customizations and redundant systems.
- Improve operational effectiveness.
- Conduct the renovation project in a way that builds a strong and resilient workforce by 2025.

### BENEFITS

- Improved operational effectiveness.
- Improved control over business processes.
- More use of delivered functionality.

The City uses the word “renovation” in their project title to acknowledge that the effort is as much about business process change as it is about software implementation. To get the most from the technology available and avoid costly customizations, they are taking a fresh look at how they do business. In many cases they needed to modify how they do things, so they could make the best use of modern, integrated corporate software.

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## SOLUTION

The Financials reimplementation started in October 2016 and went live, on schedule, in October 2017. The implementation of Oracle's Planning and Budgeting Cloud System project went live in October 2017 as well. During this re-implementation of Financials, new modules and functionality were implemented while completing a chart of accounts redesign.

The Human Capital Management re-implementation started in January 2018 and is scheduled to go live in January 2019. During this re-implementation, we are implementing many new modules and functionality including ePerformance, Benefits Administration, Time & Labor as well as Absence Management. We are also removing hundreds of customizations and bolt-ons during this project. Highstreet's understanding of industry best practices and the software application was crucial in developing solutions that reduced the need for customizations. Once implemented, the new solution will reduce customizations by over 90% which will greatly reduce the management cost of the application.

Highstreet is also implementing PeopleSoft 9.2 Enterprise Learning Management and replacing the City's current SharePoint database that they have been using for Learning Management. This project is in process, and will be live in January 2019.

Highstreet is also setting up the integrations between Human Capital Management and Enterprise Learning Management (ELM) as well as from ELM to Financials in order to charge the costs for the training. This project has been a large undertaking for the City of Eugene. They have embraced business process changes and utilized the use of automation and technology to enhance processes throughout the City.



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*"We engaged Highstreet for our PeopleSoft 9.2 FSCM, HCM, Payroll for North America and Time & Labor implementation. This is a large undertaking for our organization and Highstreet has been our partner through the thick of our five-year project helping us weather many storms both meteorological and metaphorical. We were on time with our first phase go-live and are currently on track for our phase two go-live target. The Highstreet team has become part of our staff; I can't imagine having a different team to work with over the past three years. Our project success is due mostly to their strong guidance, expertise, and partnership."*

Vicki Silvers, Corporate Renovation Project Manager and Assistance Finance Director