

From PeopleSoft Upgrade to Oracle Cloud: Memorial Hospital Gulfport Land-and-Expand Win

CUSTOMER 'LAND AND EXPAND' CASE STUDY

ORACLE

Partner

Expertise in
PeopleSoft
in North America

Expertise in
Oracle Cloud Platform
in North America

Expertise in
Oracle EPM Cloud
in North America

ORACLE

Education
Reseller

Gartner.
Recognized Vendor



- Overview
 - Largest municipal hospital in Mississippi
 - Public, not-for-profit healthcare system
 - Jointly owned by the City of Gulfport & Harrison County
 - Headquartered in Gulfport, MS
- Scale & Reach
 - 328 licensed beds
 - 100+ Memorial Physician Clinics
 - 4 outpatient surgery centers
 - 2 nursing centers, 3 residency programs
 - Level II Trauma Center & Level III NICU
 - Only certified Primary Stroke Center on Mississippi Coast
- Specialty Services
 - Emergency medicine, cardiology, orthopedics, oncology
 - Women's health, pediatrics, neurosciences
 - CyberKnife® and da Vinci® robotic surgery
 - Advanced diagnostics and 3D imaging
- Recognition & Accreditations
 - U.S. News Best Regional Hospital (2019–2021)
 - Healthgrades Outstanding Patient Experience Award (2019)
 - Five-Star Ratings in spinal fusion, carotid procedures, and more
 - Accredited by College of American Pathologists & ACR
- Key Decision Makers
 - CFO – Will Barrette
 - CIO – Gene Thomas
 - Director of IT Applications – Frank Richmond

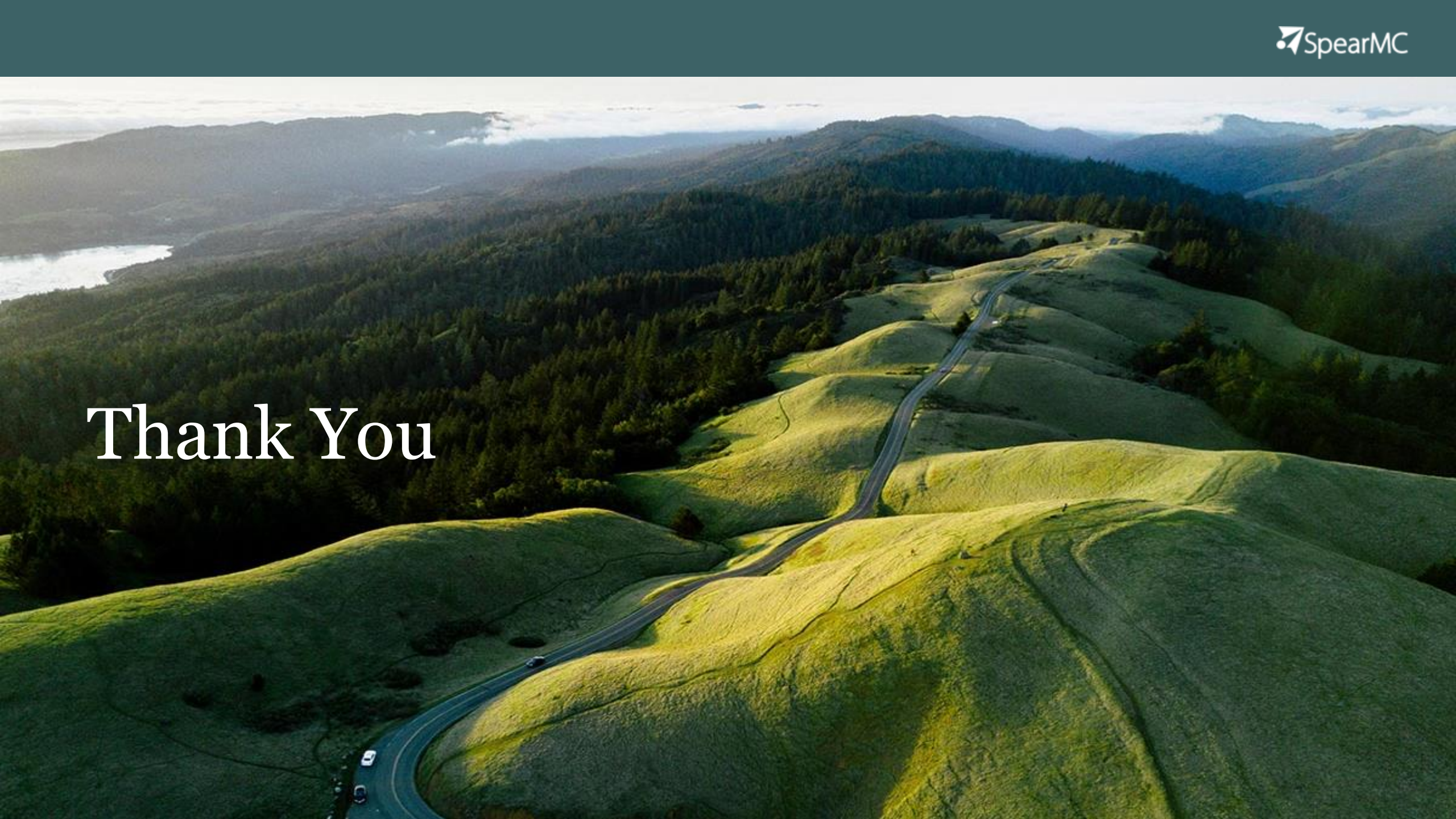
Memorial Hospital at Gulfport ('MHG') Initial Engagement

- Began Relationship in September, 2019 at Reconnect Conference in Austin, TX
 - Evaluation of Consulting Candidates at Reconnect Conference To Upgrade FSCM & HCM
 - Introduction of SpearMC from Robin Velayedam (Oracle's PeopleSoft HCM Product Owner)
 - Competitors:
 - SpearMC
 - Mipro
 - ERPA
- SpearMC's rapid sales approach
 - SpearMC team met with Gene immediately while onsite at conference
 - Monopolized Gene's time to reduce interaction with others
 - Secured 'unofficial' endorsement from Oracle (Robin)
 - Presented deep skills with highly flexible approach
- Awarded \$350,000 Upgrade
 - Full HCM & FSCM PUM and Tools Upgrades
 - Integration with Cerner (Also the Hosting Provider for PeopleSoft)

- SOW 002 – Initial Managed Services Contract:
 - Scope of Core Managed Services
 - Tier 3 Functional and Technical Support
 - DBA / System Admin Ongoing Support
- SOW 002 – “Value Add” Managed Services
 - PTF Build
 - Testing as a Service
 - Ongoing “Annual Roadmap Reviews”
- Subsequent SOW’s
 - Ongoing Trainings (Functional and Technical)
 - Six Annual Managed Services Extensions
- And then...
 - Decision to move to Oracle Cloud ERP and Oracle Cloud HCM
 - Managed Services to Support “PeopleSoft Lights On”
 - MHG selected Huron for SaaS implementation
- Continued Managed Services Support!
 - Selected SpearMC over Huron due to relationship and prior success
 - Received unanimous MHG Board approval on June 11, 2025
 - Current level support to be augmented with projected (and expected) overages during ‘hypercare’
 - Eligible for automatic renewals (no need for subsequent Board Approvals)

- **Engagement Matters Early** – Proactive involvement from the outset built trust and momentum with key stakeholders.
- **Flexibility Wins Deals** – Our ability to adapt to Gulfport’s evolving needs—across timeline, scope, and approach—differentiated us from competitors.
- **Oracle Partnership Was a Game-Changer** – Being positioned by Oracle as a critical implementation partner gave us immediate credibility and influence.
- **Value Over Price** – Our pricing was never challenged—highlighting the client’s perception of clear value from our expertise and approach.
- **Strong Delivery Fuels Long-Term Success** – A seamless upgrade and a responsive team paved the way for a multi-year managed services relationship.
- **Land-and-Expand in Action** – Initial PeopleSoft success ultimately opened doors to support Oracle Cloud ERP and HCM—solidifying our strategic role.





Thank You