

# PEOPLESOFT MANAGED SERVICES AND SUPPORT POWERED BY JIRA

## Custom-Tailored and Flexible PeopleSoft Support Solutions

Managing PeopleSoft consumes valuable time and focus. With SpearMC's Managed Services, you can free up critical resources while feeling confident in your PeopleSoft systems.

SpearMC handles both functional and technical PeopleSoft support, including administration, regulatory updates, annual process support, integration support, and PeopleSoft Update Manager installs. We work with you to customize a package based on your company's unique needs. Then, our PeopleSoft experts deliver proactive maintenance with industry-leading service level agreements, as well as prompt support from specialists with domain expertise. All service requests are managed through Jira Service Desk, an easy-to-use, world-class ticketing platform.

### MANAGED SERVICES INCLUDE



#### FUNCTIONAL SUPPORT

- Professional Intake of Requests, Triage, Prioritization, Documentation
- Resources with Deep Business and System Analysis Skills
- Domain Expertise with Delivery of Individualized Solutions
- Knowledge of Latest PUM Features and Functionality



#### TECHNICAL SUPPORT

- PeopleTools Upgrades, Patching, Elasticsearch, Kibana
- PeopleTools Development and Fluid UI Configuration
- PeopleSoft Server, Networking, System Administration
- PeopleSoft Performance Tuning, Security and Hardening

POWERED BY



## WHY PARTNER WITH SPEARMC?

### FLEXIBLE CONTRACTS WITH ROLLOVER HOURS

Maximize budget each month, or put unused time toward a new strategic project.

### RELIABLE SUPPORT FROM DOMESTIC RESOURCES

Count on dedicated onshore resources to respond to all requests.

### COMPLETE VISIBILITY WITH MONTHLY REPORTING

See exactly what our team worked on and how much value we added.

IMPROVE CUSTOMER SATISFACTION, SAVE MONEY AND REDUCE YOUR RISK WITH MANAGED SERVICES FROM SPEARMC.

Call 866-773-2762 or email [oracle.sales@spearmc.com](mailto:oracle.sales@spearmc.com)