Managed Services for PeopleSoft on AWS

Today, organizations are faced with the challenge of finding efficient and cost-effective ways to maximize and extend the longevity of their PeopleSoft applications while preparing for their future technology roadmap and meeting key business objectives.

ERPA's Hosted Managed Services for PeopleSoft provides organizations like yours with the means to do just that through our flexible and fixed monthly price packages and comprehensive services offering.

We make maintaining PeopleSoft on the AWS cloud simple.

ERPA is an AWS Advanced Consulting Partner with deep roots and nearly 25 years of experience in PeopleSoft consulting. We modernize client systems on AWS for a SaaS like experience while managing the day-to-day operations and maintenance of the infrastructure and applications for optimal performance, security, and reliability. Our AWS and PeopleSoft experts serve as an extension of your team so you can focus on strategic initiatives that impact your organization's bottom line.

Key Features & Benefits

Flexible Service Model
to meet your unique business needs

Secure, High Performing & Scalable
infrastructure designed for PeopleSoft

Fixed, Predictable & Cost-Effective
monthly fees for accurate budgeting

Tailored High Availability Solution
for disaster recovery & business continuity

Named Resource Delivery Model
for consistent, dependable support

Strong Service Level Agreement
for timely response & resolution

Customer Success Governance
for collaboration & accountability

Service Operations Management
powered by ServiceNow for real-time status

What We Include

Our comprehensive services offering covers managing, maintaining, and enhancing your PeopleSoft applications. You define the services you want, and we tailor our solution to meet your needs.

ERPA's Hosted Managed Services are designed to give you a foundation of support services that can be easily layered based on your resource levels for PeopleSoft infrastructure and application lifecycle management.

Talk to an Expert!

877-NOW-ERPA

AWS@ERPA.com

www.ERPA.com

Managed Services for PeopleSoft on AWS

Service Offering	Infra +	Maintain +	Enhance +
Service Desk & ServiceNow Ticketing System	✔	✔	✔
Engagement & Service Delivery Management	✔	✔	✔
AWS Infrastructure Support			
Incident Management	✔	✔	✔
Infrastructure Management	✔	✔	✔
Infrastructure Automation	✔	✔	✔
Infrastructure Security & Compliance	✔	✔	✔
Infrastructure Performance Monitoring	✔	✔	✔
Operating System Patching	✔	✔	✔
Capacity Planning	✔	✔	✔
PeopleSoft Administration			
Incident Management		✔	✔
Installation, Configuration & Management		✔	✔
Environment Backups & Refreshes		✔	✔
Performance & Availability Monitoring		✔	✔
Code Migration		✔	✔
PeopleSoft Maintenance			
PUM Updates		✔	✔
Regulatory Updates		✔	✔
Critical Patch Updates		✔	✔
PeopleTools Patching		✔	✔
PeopleTools Upgrade		✔	✔
Database Administration & Maintenance			
Incident Management		✔	✔
Installation, Configuration & Management		✔	✔
Backups & Restores		✔	✔
Performance Monitoring & Tuning		✔	✔
PeopleSoft Development			
Incident Management (Break-Fix)			✔
Batch Job Monitoring			✔
Integration Development & Maintenance			✔
Report & Query Development			✔
Functional Support			
Functional Configuration Issue Resolution			✔
Demonstration of New Features & Functionality			✔
End User Support			✔