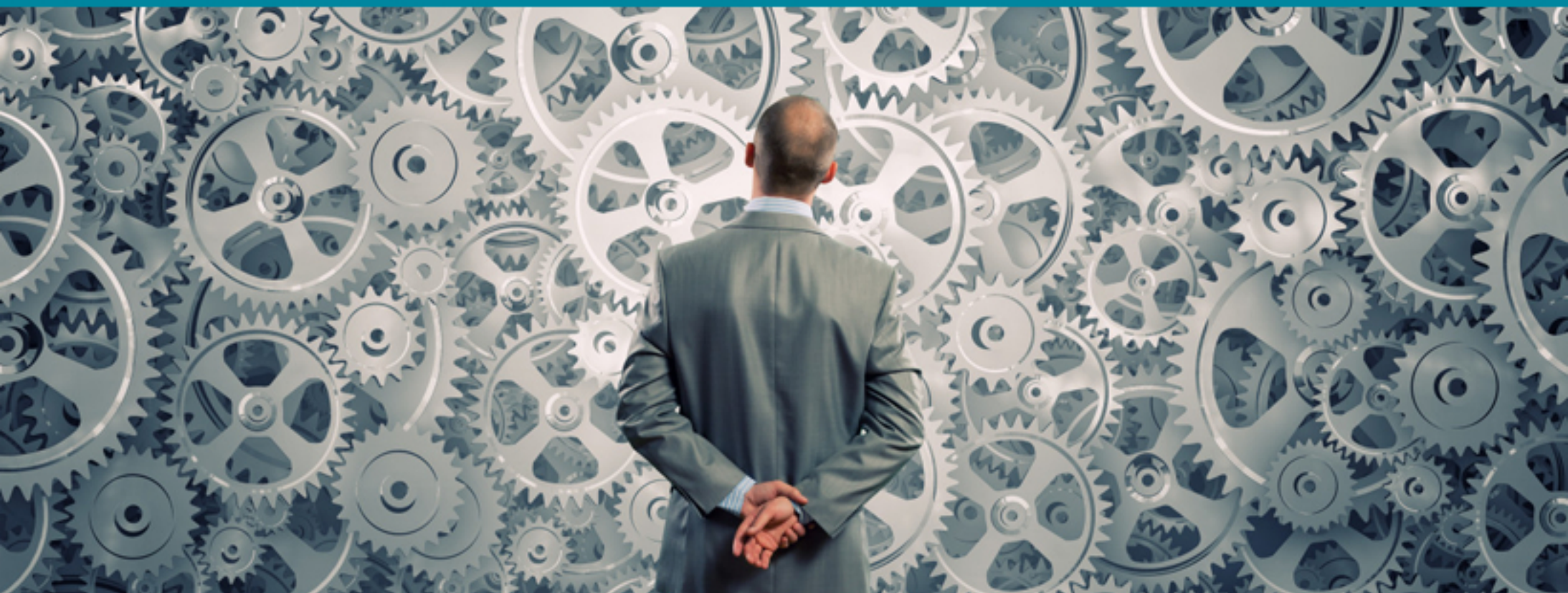# JTB implementation

Project Objective:

JTB Hawaii, Inc. (JHI) is a dynamic leader in travel services, event planning and management, transportation, golf tours, merchandising and Web publishing in the Hawaiian Islands. The company has evolved from its roots in servicing inbound Japan travelers to its current position as a leading provider of creative and comprehensive global travel and entertainment solutions.

▸ In 100 days, Astute re-implemented PeopleSoft Financials from legacy (V7.5) to the latest (V9.1) for JTB and also delivered a technology refresh of its PeopleSoft infrastructure
▸ Workflow automation for Billing, Receivables, Procurement and GL were implemented to deliver operational efficiencies
▸ Rich graphical reports using BI Publisher provided actionable insights on transactional data
▸ Astute's agile approach delivered incremental updates, end user training and complete knowledge transfer while keeping scope, timeline and costs in check

JTB, a global travel services company, with presence in six continents decided to implementation their PeopleSoft Eco system to fall in line with their Global IT and infrastructure standards and operations. The client uses FSCM modules of GL, AP amd AR.

JTB was looking to overcome the after effects of an earlier failed implementation and was anxious to get the right partner with an 'A' team to get this deployed and to meet expectations set with senior management for this high visibility project. JTB was looking for a partner with in-depth understanding of PeopleSoft applications, financial and accounting principles and business processes, infrastructure management expertise and most importantly a collaborative, consultative approach to problem solving that was lacking before.

Customer Requirements:

▸ Re-implement PeopleSoft Financials (GL, AP, AR, BI, AM) from V7.5 to V9.1 under a fixed fee, fixed timeline effort
▸ Implement new release features in V9.1 and PeopleTools 8.53 to bring in a better UI, accurate and streamlined reporting, process automation and integration with third parties
▸ Upgrade PeopleSoft technology stack including server, database and third-party software tools
▸ Re-design the PeopleSoft architecture to accommodate the changes and future growth.
▸ Acute focus on integration with travel partners and international BU's
▸ Data conversion from legacy and data archiving
▸ End user training and documentation and knowledge transfer to in-house staff

Astute Solutions:

Astute used its Fast Track implementation methodology to deliver the desired outcomes on time and under budget. The highlights of the solution were:

▸ Thorough and methodical project management framework to keep various project tracks in sync, coordinated, on track. Regular and effective communications to various audiences on project status, risks and key outcomes
▸ Global delivery model to leverage the right resources at the right time
▸ Use of Astute's proprietary accelerators for fit-gap, design and testing
▸ Business process expertise to help JTB define to-be processes taking into account travel industry needs
▸ Rapid deployment of complex bolt-on code for billing integration with third-parties and internal BU's
▸ Infrastructure assessment with recommendations for future state PeopleSoft architecture built to scale and adapt to JTB's growth needs
▸ Maximum use of OOTB features, specifically with module EIP's, workflow, Workcenters, attachment capabilities, email notifications, batch scheduling, failover for redundancy and archiving
▸ Best practices for GL Consolidation, Allocation, Procure to Pay, Billing, Bank Reconciliation and more
▸ Formal and ad-hoc training to business and IT users at various stages of the project to assist customer along the learning curve
▸ Extensive documentation for fit-gap, design, development, testing, change control and project planning

Customer Benefits:

The project was planned and executed by utilizing Astute's Implementation expertise. The following are some of the key benefits:

▸ Successful fixed fee implementation of PeopleSoft Financials V9.1 0 – on time and budget
▸ Process improvements in GL
▸ Improved integration via
▸ Cost savings through configuration based workflow approval process in GL
▸ Data cleanup and validation resulting in higher data integrity, cleaner master records
▸ User improvements in terms of application performance, usability and productivity
▸ Several manual processes eliminated by substituting those with OOTB features

About Astute Business Solutions

Astute is dedicated to providing innovative solutions that address our clients' unique and industry-specific pain points. We specialize in extending the out-of-the-box functionality of enterprise applications using our seamless add-on solutions so our clients can be spared the burden of messy and difficult-to-maintain customizations. Our unique combination of onsite, offsite and offshore resources enable us to provide the best-in-class service and support to our clients at a significant cost reduction.