

PeopleSoft Operational Support

Improve Service Levels

You work with our team of **over 60 PeopleSoft professionals** who **average 12-15 years of experience** in Human Capital and Financial Management environments. Managed by an Account Director, Summit tailors a team of consultants to your unique needs based on their areas of specialty. You get the **expertise of many for the price of one – all on demand.**

Resolve Issues Faster

Summit provides quick response to specific PeopleSoft application issues with an **average 10 minute response time and 30 minute guarantee.** Summit Consultants are ready and willing to answer simple functional questions and resolve complex technical problems – **at your disposal.**

Reduce Cost of Ownership

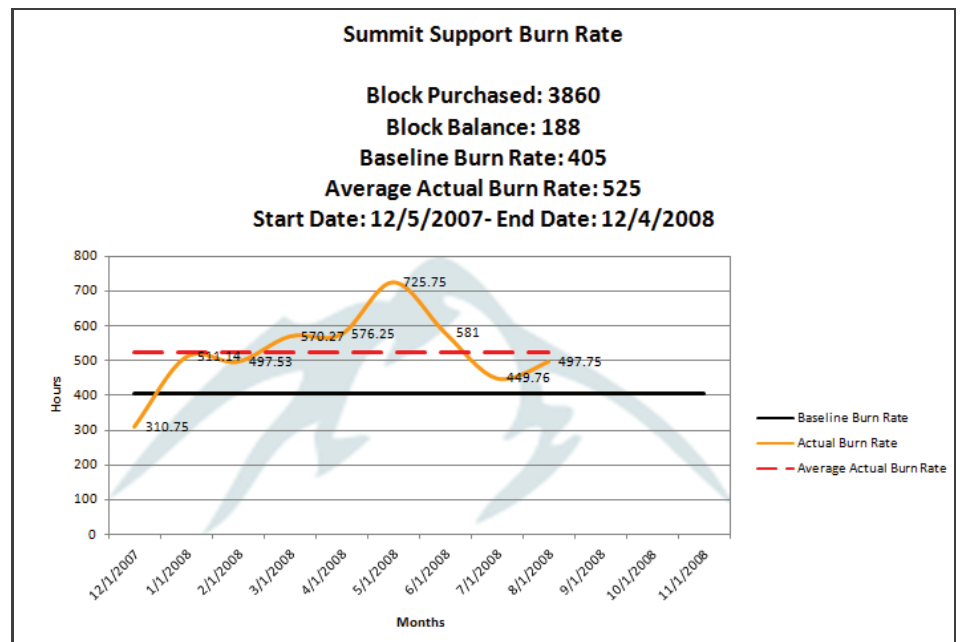
You **select the level of support** you anticipate that you will need and **add to your plan** as needs arise, without time-consuming contract negotiations. In addition, up to 10% of unused time will be **carried forward** to the next budget year.

Maintain Full Operational Readiness

Summit is your **safety net during times of uncertainty.** As you experience workforce turnover, economic downturns, or peak ERP demand, Summit's professional consultants will **transfer their great breadth and depth of technical and functional knowledge to you – whenever you need it.**

Often as you strive to operate your PeopleSoft ERP environments, you feel as if you are attempting to scale the sides of Mount Everest itself – an expedition you would not undertake alone. At Summit Technology, we pride ourselves on the principle of **partnership.** We work with your IT team as well as functional groups, not as independent units, rather we move in unison toward the common goal of helping you become **effective and efficient in the operation of PeopleSoft environments.**

With our visual dashboard, Personal Assistant Manager, it is simple for you to oversee and control hours used and remaining.



“ The Personal Assistant has been very useful for our needs. We need to track work and who participated on our support and enhancement work with PeopleSoft. We are able to quickly determine the status and cost of our support work easily and effectively using Summit's Personal Assistant tools. ”

Garry Coats,
 PeopleSoft Team Manager, AgFirst Farm Credit Bank

Let Summit be your partner and guide as you navigate the peaks and valleys of daily ERP operational activities, enhancements and upgrades.