

JGI PROFESSIONAL SERVICES PeopleSoft Solutions

JGI TotalCare: PeopleSoft Hosting, Maintenance and Support Solution

With the complexities of operating and maintaining today's enterprise software packages, PeopleSoft® Enterprise customers are looking for **comprehensive and cost effective** methods to insure the smooth operations of these mission-critical applications. These solutions must provide the close support of an internal infrastructure and staff, while achieving the cost saving of traditional hosted offerings.

Clients are finding the solution with JGI's **TotalCare**. TotalCare provides a comprehensive solution to all of your PeopleSoft application needs, with a one-stop solution comprised of all the functional, technical and managerial components required to operate your system.

TotalCare provides all infrastructure, functional and support components for your ultimate business requirement: *a stable, available Human Resource, Financial, Supply Chain, Manufacturing and CRM environment.*

Best of all, **TotalCare** provides a **flexible and customized infrastructure and personnel model**, allowing clients to capitalize on their existing investments. The solution provides task and responsibility breakdown of the major areas of operating infrastructure, application maintenance and support, and functional support. In this flexible model, the application platform is delivered via a coordinated set of services, that while comprehensive, may include client hardware, software, and personnel. For example, your staff DBA can provide complete (or partial) database administration services under the **TotalCare** umbrella, saving additional costs while insuring a complete solution.

TotalCare provides a **full service technology center**, staffed for the success of your PeopleSoft Applications via our innovative hosted, on-premise and remote support services.

TotalCare's Solution Suite offers a full complement of functional and technical services that act as an extension of your Data Center, ready to support all of your PeopleSoft production and non-production environments.

TotalCare has very clear delivery capabilities:

1. TotalCare flexibly provides complete or partial support of all aspects of PeopleSoft production operations, across all products and modules.
2. TotalCare flexibly delivers these services via remote support, on-premises, hosted, or in any combination of these methods.
3. Unlike typical hosted solutions, TotalCare provides secure access to database and application administration layers so that skilled client personnel (i.e. DBA, developer) can self-service, if desired, helping keep costs down.

TotalCare provides expert PeopleSoft support services, flexibly matched to client needs.

TotalCare does not insist on a one-size-fits-all support approach.

Clients are able to take advantage of their current investment in hardware, software and personnel, while selecting only those services needed.



JGI TotalCare

Providing maintenance and dedicated support personnel in a secure, fully-redundant, scalable and monitored hosted environment. By leveraging our expertise in PeopleSoft, **JGI TotalCare** acts as an extension of a customer's infrastructure, data center, and staff.

Our solution affords the customer the flexibility to customize the necessary components of their hosting and support requirements with JGI and establish a fixed and predictable monthly cost.



Other **TotalCare** benefits include:

TotalCare provides all clients with the benefits of knowledge gained across numerous similar clients.

TotalCare allows your organization to budget for a fixed monthly/annual cost.

TotalCare supported functional users benefit from a support staff that retains knowledge of the operational infrastructure.

TotalCare is backed by a full service operations center, staffed for the success of your PeopleSoft Applications via an innovative hosted, on-premise and remote support services.

TotalCare provides expert PeopleSoft support services, flexibly matched to client's needs—delivered on-premises, hosted or both. **TotalCare** enables secure infrastructure (database, application and systems administration) access for skilled client self-service, if desired, assisting in keeping support costs down.

TotalCare flexible services provided include:

- **Functional Business Process** expertise, configuration and training for all PeopleSoft Human Resources, Financials, Distribution & Manufacturing, CRM, Student Administration and more, including available emodules
- **Operational Support** — System/process outages, app server, process scheduler, integration broker, file cache, configuration, performance tuning, restarts etc.
- Dell/Wintel and IBM/AIX environments
- Oracle and Microsoft SQL Server database expertise
- **PeopleSoft DBA**—Database operation and performance support for Oracle and MS SQL Server
- Active hardware, network and application monitoring
- Application and PeopleTools Patch Maintenance
- Tax Updates
- Web Server and App Server Cache clean-up
- **Report development** including XML Publisher, nVision, Crystal and SQR
- Internal Help Desk
- **Emergency Support**—Quick response to lost staff, process failure, etc. and much more . . .

TotalCare's technical infrastructure was created to support these services, constructed with key design considerations in mind. **Security, redundancy, and scalability** were primary to this design.

TotalCare operates from a central network at our operations center with secure hardware based VPN access to our remote support clients. Our enterprise-class operations center is protected by multiple layers of firewall/router security, employing password complexity protection layers, intrusion detection, monitoring and virus protection. You get a dedicated on-shore staff of professionals with functional and technical leads familiar with your environment. This allows **TotalCare** personnel to respond quickly to your needs, ultimately saving critical time and cost.

The **TotalCare secure hosting center infrastructure** provides enterprise level redundancies across our entire infrastructure, including:

- Standalone building isolated on over an acre with no shared walls, services or utilities.
- Self-contained, automated, full building generator
- All servers, network and storage hardware protected by UPS's
- AT&T Fiber network services with backup T1s. AT&T network managed BGP failover
- Hardware and secure SSL VPN connectivity provided for all client connections
- Multiple redundant environmental control systems, i.e. Air Conditioning
- Clustered server configurations available

The **PeopleSoft applications security infrastructure** includes:

- Network, domain, admin, database and application layers of unique ID and password security
- Firewall/Router security with active intrusion detection and monitoring
- To enhance security, **TotalCare** subscribes to a policy of physical hardware isolation to provide an additional layer of client security.

Physical facilities security includes:

- Monitored building security, including intrusion, motion detection, fire, smoke and heat.
- Active monitoring for server room heat and cooling thresholds.
- Video surveillance and capture for inside and outside of building.

