



CITY OF BOSTON

MODERNIZES PEOPLESOFT ON MAINFRAME WITH AWS CLOUD

The City of Boston is the most populous city in New England, and one of the largest employers in Massachusetts, with nearly 20,000 employees spanning various agencies, departments, commissions, and Boston Public Schools.

The Challenge. The City's PeopleSoft HCM and Finance applications were hosted on-premise and on mainframe with DB2 databases, resulting in reliance on older versions of the applications and underlying toolset (PeopleTools). The legacy technology hindered consistent staffing, functionality, security patching, and was costly to maintain, which prompted the City to competitively procure a holistic, phased modernization solution to:

- Leverage a cloud infrastructure to re-platform the Peoplesoft stack to improve reliability, performance, Disaster Recovery (DR), security, and maintenance activities
- Enhance the end-user experience for employees and vendors
- Enable the adoption of the latest delivered PeopleSoft functionality
- Include PeopleSoft business process review and re-engineering support
- Reduce the Total Cost of Ownership (TCO) of the PeopleSoft platform

UNLEASHING A BETTER PEOPLESOFT

The Big Picture. ERPA's solution combines the endless benefits of the AWS cloud and our Hosted Managed Services for PeopleSoft - both of which are enhanced by automation through ActiveGenie™, our cloud orchestration service.

The City's cloud transformation led to significant gains in performance, scalability, reliability, DR, and security. This optimized PeopleSoft operations, management, maintenance, and costs, leading to the consolidation of over 20 contracts to one.

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With the move to the managed services and to the cloud, it [has] enabled us to rethink the capabilities of what we can do with a 24/7 team ... other things that are more value added - that align more with what we need at the City.

CIO

Our Hosted Managed Services are backed by robust governance, an industry-leading Service Level Agreement (SLA), and service delivery management. ActiveGenie™ streamlines AWS infrastructure management, PeopleSoft administration, and database administration for near-zero downtime for maintenance.

Beyond the lowered TCO, benefits of the AWS cloud, and our comprehensive services, the City has a *better PeopleSoft*. **But, what do we mean by that?**

- ✓ **Future-proof solution** that takes advantage of Oracle's 10-year commitment to support and enhance PeopleSoft, while creating a foundational path to SaaS
- ✓ **SaaS-like experience** with SLAs, a dedicated support team, and automation for continuity of service delivery, and freedom from the mundane
- ✓ **Modernized platform** that enables faster adoption of new features and unlocks opportunities beyond ERP to better serve the Boston constituency

AT A GLANCE



HCM + FINANCE ON MAINFRAME



TCO REDUCTION



DB2 TO ORACLE ON AMAZON RDS



SaaS-LIKE EXPERIENCE



LEVERAGING THE POWER OF AWS CLOUD

The AWS Solution. Having provided PeopleSoft application support for the City since 2013, ERPA understood the challenges, business requirements, and opportunities for this effort. The City was required to follow a competitive bidding process. Our team of experts developed a winning solution that leveraged AWS native services, DevOps automation, and upgraded all application stack versions. The end result was a purpose-built infrastructure with appropriately sized AWS resources in alignment with the AWS Well-Architected Framework:



- AWS Elastic Compute Cloud (EC2) instances configured for optimal scalability, availability, and reliability
- Upgraded cross-region DR solution with load balancing for high availability
- Optimized, re-platformed database to Amazon RDS for performance and processing large amounts of data
- Reliable storage solution with Simple Storage Service (S3), Elastic Block Store (EBS) and Elastic File System (EFS)
- Scalable, access-from-anywhere shared drive used by nearly all City employees via Amazon FSx
- Improved monitoring and security posture through services such as CloudWatch, CloudTrail, AWS Web Application Firewall (WAF), and GuardDuty

MIGRATION POWERED BY ACTIVEGENIE™

The Migration. The City's PeopleSoft migration to AWS was highly complex and required a strategic sequence of events to ensure Oracle support compliance and PeopleSoft application, PeopleTools, and DB2 database version compatibility with the AWS compute resources. To meet this need, the ERPA team first re-platformed the database to Oracle on Amazon RDS, upgraded the PeopleTools and PeopleSoft Upgrade Manager (PUM) versions for HCM (9.2), and, lastly, upgraded the Finance application (9.1 to 9.2) and associated PeopleTools and PUM versions.

Key to a successful cloud deployment is ERPA's *migrate-to-modernize* approach, and not just a *lift & shift*. This ensures the AWS solution is designed with a dynamic infrastructure and cloud-native architecture, leaving behind the traditional focus on hardware capacity, maintenance, and refresh. This is why we developed our proprietary cloud orchestration service, ActiveGenie™, that is rooted in DevOps and API-driven methodologies for the deployment of Oracle/PeopleSoft workloads using repeatable, scalable, automated processes.



KEY BENEFITS



RELIABILITY &
PERFORMANCE



ENHANCED
SECURITY



DR & BUSINESS
CONTINUITY



OPTIMIZED
COSTS



SCALABLE &
FUTURE-PROOF



BETTER USER
EXPERIENCE

ActiveGenie™ allowed us to capture key PeopleSoft application, RDS database, and AWS infrastructure details to streamline design. Likewise, the automated configuration and build of the AWS environments enabled efficient, iterative migrations of the DB2 to RDS database, non-production environments, and all upgrades in preparation for go-live.

We utilized ActiveGenie™ to dynamically deploy all workloads using version-controlled Infrastructure as a Code (IaC), simplifying the cloud migration lifecycle. By working with the City team, the modernized, upgraded PeopleSoft production environments were successfully deployed on AWS on budget and on-time - just weeks before the mainframe licensing renewal.

The Outcome. The City quickly realized benefits like increased performance, security, and reliability. In fact, the mainframe and DB2 system suffered a major outage a month after the migration, but the move to AWS meant business operations and users were not impacted. Combined with optimized licensing, the City successfully reduced their TCO significantly.