

We guide you to the future

Cynosure Technologies



Cynosure Overview

Delivering Value

Cynosure helps organizations evaluate and implement next-generation enterprise capabilities based on PeopleSoft's integrated solutions suite.

Cynosure has the skills, tools, methodologies, and expertise to make the most of PeopleSoft enterprise solutions and deliver value on time and under budget.

Why Cynosure

- One of our greatest strengths is the capabilities and experiences of our people and teams.
- We have a formidable team of skilled professionals.
- The Cynosure Leadership team is an elite provider of expert PeopleSoft services.
- The Executive Leadership Team has **35 years of experience** helping organizations complete the world's most complex PeopleSoft projects.
- The PeopleSoft Team has almost **70 years of PeopleSoft project implementation, consolidation, and upgrade experience**
- Collectively, the Cynosure Team possesses every skill set necessary to deliver state-of-the-art PeopleSoft services.

When it comes to operating your own in-house PeopleSoft Production Maintenance Support, is that really the "business" you want to be in?

Maybe it's time to look at alternative options for your in-house PeopleSoft Production Maintenance Support.

Have you been wondering ...

- "What can we do, we can't effectively recruit and/or retain the PeopleSoft experts that we need?"
- "Running an enterprise application like PeopleSoft is not our core business ... and it's distracting our management from more strategic activities."
- "How can we free up our internal staff to work on other important corporate initiatives rather than being dedicated to PeopleSoft Production Maintenance Support?"
- "How can we realize a greater return on our PeopleSoft ERP application?"
- "How do we find the right PeopleSoft Production Maintenance Support partner?"

The challenge is to achieve a balance between strategically driving your application portfolio to bring the most value to your organization and the requirement for on-going PeopleSoft Production Maintenance Support.

A trusted partner, like Cynosure, who has done this before, can be an invaluable asset when managing complex PeopleSoft business applications.

Cynosure is a proven provider of PeopleSoft Application Management Services and offers organizations the confidence they are engaging a leader with almost 70 years of PeopleSoft Production Maintenance Support experience.



Providing cost-effective management

Cynosure can accelerate speed to benefit, improve reliability, maximize user satisfaction, and defer costs for your infrastructure, tools, and talent.

Staffing requirements for PeopleSoft Production Maintenance Support can be daunting.

Organizations must retain experts in information security, database administration, O/S management, hardware, networking, Oracle EBS administration, development, and business analysis.

Cynosure delivers reliable and scalable access to these expert managed services without the overhead of retaining full-time staff.

Reducing cost and complexity

Because Cynosure's core business is PeopleSoft, we have invested heavily in workflow and process automations.

Cynosure can streamline your operations, reduce your costs, and accelerate execution of repeatable common tasks for your organization.

Cynosure passes on the benefits of our operational efficiency for PeopleSoft Production Maintenance Support by reducing client costs by 30 percent or more.



Identifying the Challenge

- The first decision should always be whether outsourcing your PeopleSoft Production Maintenance Support is needed at all
- Cynosure helps organizations decide this through its proven methodology, where all the affected business and IT teams meet to discuss every production maintenance support issue and consideration
- Cynosure can even define the executive level business case for outsourcing your PeopleSoft Production Maintenance Support – or not
- If outsourcing your PeopleSoft Production Maintenance Support is needed, Cynosure can either be minimally involved or provide its entire lifecycle PeopleSoft Production Maintenance Support expertise

Outsourcing the PeopleSoft Production Maintenance Support Process

Once the need for outsourcing your PeopleSoft Production Maintenance Support is definite, Cynosure provides:

- Quick and flexible PeopleSoft Production

Maintenance Support processes

- Scalable PeopleSoft Production Maintenance Support service components at low cost
- Risk mitigation using proven and repeatable processes
- PeopleSoft Production Maintenance Support services that complement your organization's internal knowledge
- Extensive knowledge transfer on the PeopleSoft Production Maintenance Support process

Cynosure's staff has almost 70 years of successful PeopleSoft Production Maintenance Support experience.

This experience has enabled the development of a "fast track" PeopleSoft Production Maintenance Support process that adds value, reduces costs, and reduces your overall effort.

Beyond that, Cynosure assists organizations with a full-range of PeopleSoft Production Maintenance Support services:

- **For end-to-end PeopleSoft support:** Cynosure provides the technical PeopleSoft Production Maintenance Support services for full project lifecycle support, which can include project



Does Your Organization Need a Strategic Organizational Transformation?

There is a strong basis for leveraging PeopleSoft technology to conduct a strategic organizational transformation when one or more of the following is true:

- Your organization is currently using older technology for its PeopleSoft applications
- You have multiple instances of one PeopleSoft solution
- You have multiple types of disparate systems and tack-on PeopleSoft applications
- You are running an older version of PeopleSoft and/or you are not using the current system to its full capability
- You are on an older PeopleSoft system and are looking for a single solution rather than multiple third-party applications that tie into PeopleSoft
- You are experiencing poor return on investment or a lack of ROI measurement with the current PeopleSoft system
- You need consolidated reporting and dashboards, and/or useful metrics
- You have an interest in lower cost, higher value, and more strategically aligned PeopleSoft technology such as: performance management, self-service.

management consulting and PeopleSoft Production Maintenance Support services, testing, and Cynosure's leading fast track methodology

- **End-to-end PeopleSoft platinum support:** Cynosure supports the most complex PeopleSoft Production Maintenance Support projects, combining our strategic PeopleSoft Production Maintenance Support services, technical PeopleSoft Production Maintenance Support services, and project methodologies with management and strategic consulting, organizational change management, and advice on business process realignment

By using these flexible PeopleSoft Production Maintenance Support services, organizations can benefit from the improvements made to PeopleSoft.

Persuading management of the need to outsource your PeopleSoft Production Maintenance Support is hard enough.

With Cynosure's help, you can outsource at a lower cost, with less stress, and on time.

It's worth asking the question: "Maybe it's time to look at alternative support options for

our PeopleSoft Production Maintenance Support."

The Cynosure Approach

- Cynosure tailors its approach to allow customization for each engagement
- Cynosure covers all areas of an engagement from strategy, people, processes, and technology
- Cynosure reduces support risk and costs through our in-depth support experience
- Cynosure improves engagement service levels through a joint focus and a proven delivery approach

Cynosure Services

Cynosure has deep industry knowledge and proven PeopleSoft expertise to deliver high performance services that address an organization's most critical challenges.

Whether you want to improve the efficiency of your human resources or finance functions, streamline your supply chain processes and inventory turnover, develop more profitable customer relationships, increase your workforce productivity, reduce your administrative costs, or expand your operations, Cynosure can help.



Different PeopleSoft Evolution Strategies for Different Needs

When you've identified the key value drivers that are priorities for your organization, you can better determine the type of PeopleSoft evolution needed to reach the desired future state.

If your goal is to convert data from your current legacy system, and gain the basic benefits available in PeopleSoft core functionality, a fast track transformation can accomplish the goal in months, and sometimes in weeks.

An enhanced capability transformation strategically improves current functionality and can allow you to retire costly and time-consuming modifications and/or tack-on applications that were previously needed to accommodate your business requirements.

To further align PeopleSoft with the business vision, a strategic transformation addresses more highly targeted value-driven improvements with additional modules to both enhance current capabilities and provide new functionality.



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Cynosure Applications

Cynosure's applications are designed for the most complex business requirements.

Cynosure can provide Web services integration with multivendor and homegrown applications and can easily configure and adapt PeopleSoft applications to meet your most unique organizational requirements.

Cynosure supports a broad choice of technology infrastructures, including:

- **Campus solutions:** using software specifically designed for higher education institutions
- **Customer relationship management:** improving your business processes and customer strategies
- **Enterprise performance management:** aligning the right information and resources to your strategic objectives
- **Financial management:** automating and standardizing your key business processes
- **Human capital management:** putting the right people in the right jobs, developing top performers, and retaining your key talent

- **Service automation:** leveraging real-time visibility and control over your operating costs
- **Supplier relationship management:** reducing your spend, streamlining your procurement processes, and enforcing your policy compliance
- **Supply chain management:** driving your efficiencies for cost savings

Did You Know?

- Whether you are running a legacy system or not fully utilizing your current PeopleSoft system, the latest PeopleSoft solutions, enabled by internet technology, can be used strategically to enhance your business functions and provide competitive advantage while reducing administrative, support, and development costs
- Cynosure has a unique set of PeopleSoft Production Maintenance Support services and provides various options to help you build a value-based business case and move through the improvement process quickly and easily