

edition 4 winter 2001

# PEOPLE *to* PEOPLE

THE CLEAR PICTURE FROM PEOPLESOFT AND IBM

## Welcome Letter



Tom Herrmann

Welcome to the first issue of 2001 of *People to People* – a quarterly newsletter for executives and IT experts whose companies use PeopleSoft and/or IBM solutions – and your one source for critical information from PeopleSoft and IBM.

This issue focuses on PeopleSoft's pure internet software, PeopleSoft 8, and how IBM technology and services can enhance its implementation. You can read about several cool features of PeopleSoft 8 that will help increase your system and application performance. (We use PeopleSoft Financials as an example although PeopleSoft 8's enhancements apply to all PeopleSoft modules.)



Tim Parish

You'll also read about how PeopleSoft 8 is tested, certified and optimized on a variety of IBM enterprise and web application servers. IBM's DB2 Universal Database is PeopleSoft's primary UNIX development platform. You can't go wrong partnering PeopleSoft software and application modules with IBM software, middleware and hardware.

Our Tips & Techniques column provides some timely technical advice for making your transition to PeopleSoft 8. And, as usual, we're eager to share our expertise with you by offering something extra. This time it's the Pure Internet Performance Kit, including two white papers from PeopleSoft, an IBM guide and a book about the complexities of eBusiness. Our aim is to help you take your eBusiness to the next level.

Be sure to watch for your invitation to our *People to People Live!* event coming in a few weeks. Watch your mail for more information.

We continue to welcome your ideas and suggestions. Just complete the comments section on our website – [www.peopletopeoplenews.com](http://www.peopletopeoplenews.com) – or call our toll-free number at 1-800-898-4426. We look forward to hearing from you.

Sincerely,

Tom Herrmann,

Global Alliance Manager, PeopleSoft, Inc.

Tim Parish,

Global Client Executive, IBM Corporation

# Pure Internet, Pure Performance, Pure Genius

## What's All the Hype?

Let's face it – product advertising is prone to hyperbole. Take PeopleSoft's claim that its new software, PeopleSoft 8, is pure internet. Is this just hype, or can a pure internet solution improve the performance of your PeopleSoft modules? Can PeopleSoft 8 really impact the success of your organization's eBusiness future? The answer is yes and the solution is pure genius.

That's right, PeopleSoft 8 is pure genius – and IBM makes it even better. In fact, if PeopleSoft 8 is the key to succeeding in the internet economy, then IBM pushes it to the level of a master key. Together, PeopleSoft and IBM allow you to collaborate with your customers, employees and suppliers to revolutionize your business.

By embracing native internet architecture, PeopleSoft 8 delivers no-holds-barred performance to help you compete and win. PeopleSoft 8 runs exclusively on the internet through portals delivered for over 150 different end-user roles in your organization – end users such as employees, customers and suppliers. All code resides on servers, so all you need is an internet browser. There's no client software to maintain and the web interface minimizes the need for training. PeopleSoft 8 is the only eBusiness solution that combines a native internet architecture, best-in-class applications, and integrated analytics. It's the most open enterprise solution in the industry. PeopleSoft 8 maximizes the performance of all of your collaborative business relationships.

*PeopleSoft 8 is pure internet. No hype. Just fact.*

## Why Should You Care?

It's about performance. It's about reducing application deployment costs and resources. It's about integration between disparate systems. It's about collaboration among customers, employees and suppliers. And it's about time.

Your enterprise has been running smoothly, more or less, on its client server system. You're running a PeopleSoft module – perhaps Financials or HRMS – on one of IBM's zSeries enterprise servers, pSeries UNIX servers, or xSeries Intel servers for NT, Novell and Linux. And it's working well, right?

But what if it could work even better – and at lower cost? What if your company could step into the world of eBusiness with a total solution from PeopleSoft and IBM that lowers your cost of ownership while enhancing the value of your current investment in software, hardware and middleware?

This is exactly what PeopleSoft 8 will let you do, according to David Giammona, PeopleTools Production Strategy Manager for PeopleSoft. "PeopleSoft 8 implements a pure internet architecture," he said, "all you need is a browser. With client server architecture, it's necessary to bring down the application and the data you're going to process from the server. This takes time. But PeopleSoft 8 provides a server centric internet architecture. The only thing sent to the workstation over the internet is the HTML file to paint the browser page. This improves performance when deploying applications, especially over a WAN."

## New Financials Modules for PeopleSoft 8

- **PeopleSoft Analytic Forecasting** – uses a systematic process for creating quality forecasts for business planning purposes.
- **PeopleSoft Asset Liability Management** – provides a systematic approach to measuring and managing the liquidity, option and interest rate risks faced by financial institutions. Enables you to quantify risks, run valuation scenarios and devise various strategies to offset these risks.
- **PeopleSoft Balanced Scorecard** – communicates your organization's strategy to the entire enterprise and provides tools to manage that strategy.
- **PeopleSoft Contracts** – helps your organization manage the entire life cycle of your contracts for goods and services more efficiently.
- **PeopleSoft Deduction Management** – helps your organization better manage and control deductions by automating the deduction management process and integrating with other PeopleSoft solutions such as Receivables and Supply Chain.
- **PeopleSoft eBill Payment** – a fully integrated electronic bill presentment and payment package and ERP solution for B2B and B2C.
- **PeopleSoft Financial Insight** – delivers timely business intelligence to answer critical questions about cash flow and market value trends, how trends compare to budget, how accounts receivables are aging by customer, how efficient your organization is at utilizing assets and generating cash – and more.
- **PeopleSoft Mobile Time and Expense** – a fully detachable nomadic application that performs time and expense functions independent of network connections. Designed for rapid entry and intuitive navigation.
- **PeopleSoft Resource Management** – automates resource scheduling, enables staffing collaboration and planning to keep pace with the growing market. Helps match the right people to each project, taking into account project requirements and employee competencies, preferences and availability. Allows your organization to more optimally place resources.
- **PeopleSoft Travel** – an integrated self-booking tool that enables your employees to book air, hotel and car reservations for corporate travel.

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### PeopleSoft 8 and IBM – Serving Up a Great Combination

Not surprisingly, the leading database, web and security server platform solutions for PeopleSoft 8 come from IBM – the eBusiness technology leader. IBM leads the way in delivering servers with the highest system and web performance, security and uptime. All while maintaining industry open-system standards. IBM delivers systems that will grow with your business, but its close alliance with PeopleSoft makes its eServer technology especially conducive to the PeopleSoft 8 architecture. As you implement PeopleSoft 8, your organization will obtain the best price and performance for each solution component with IBM.

IBM's eServer advantage delivers new tools for managing your eBusiness – the most flexible environment for deploying PeopleSoft 8 and the most innovative technology in the industry. What do you get? Extreme performance and unmatched scalability combined with IBM's reliability and security.

### PeopleSoft 8 and Financials

Speaking of performance, how does pure-HTML PeopleSoft 8 really boost performance on a day-in-day-out basis? Let's take a closer look at just one PeopleSoft enterprise application – PeopleSoft Financials. To begin with, this 'one deployment strategy' lets you generate accurate and timely financial statements.

"PeopleSoft Financials for PeopleSoft 8 has extensive functionality, scalability, flexibility, reliability and performance," said Martha Jameson, Senior Product Marketing Manager for PeopleSoft Financials Product

Management. "And we're connected. Our open XML platform, together with all other available integration technologies, provides our customers the ability to seamlessly integrate with their existing systems – as well as to their customers, employees and suppliers." Jameson said PeopleSoft Financials is intelligent because of its embedded analytic capabilities that allow organizations to leverage enterprise data in order to generate "actionable information and provide user-relevant reporting."

"And it's accessible," she said. "The internet architecture of PeopleSoft 8 uses a standard no-client browser to reduce operating costs and provide instant access to information anytime, anywhere."

Ten new Financials modules were developed for PeopleSoft 8 (see sidebar). "We're now the only pure internet financial solution available for global enterprise management," said Jameson. "PeopleSoft Financials drives cost out of operations, increases the quality of information, speeds decision making and provides the foundation for eBusiness."

### Heads-down Data Entry

In developing PeopleSoft 8, Giammona said there was a purposeful attempt to minimize the number of times a power user reaches for his or her mouse. "We focused on heads-down data entry," he said, "and added access key support within the browser. This means ALT key combinations can be used to do things like save a page or navigate between folder tabs. PeopleSoft 8 has also added many other features to assist you in finding and navigating information quickly, efficiently and intuitively."



Other technology advantages in PeopleSoft 8 include a Report Manager in the user's portal that makes report distribution easy and ensures appropriate delivery of reports through the web. And PeopleSoft 8 security enhancements ensure your applications are securely deployed. "Security is one of the key areas that drives down ROI numbers," said Giammona. "Some real benefits can be gained by centralizing authentication and decentralizing authorization."

In PeopleSoft 8, all User IDs and passwords can be stored centrally in an external Directory Server. In other words, PeopleSoft 8 authenticates – determines that the user is who he says he is – through the Directory Server, then grants authorization through a role-based process. "Performing enterprise security administration in a Directory Server saves considerable cost, time and effort," said Giammona.

### **Straight to 8 – An Upgrade Not A Re-implementation**

PeopleSoft specifically endeavored to ensure investment protection for the PeopleSoft 8 upgrade without requiring a whole new implementation.

"An important part of this strategy," said Giammona, "was leveraging existing resources, skills and knowledge in PeopleTools. You don't have to stop and completely retrain your workforce in technologies like HTML, JavaScript or XML.

"We also developed Upgrade Assistant, a new tool that speeds and simplifies your upgrade. It helps organize, manage and direct the entire process and provides the roadmap to your PeopleSoft upgrade," he said. "It can also be customized based on the PeopleSoft modules, platforms and RDBMS for your organization."

### **Other PeopleSoft Applications**

Of course, PeopleSoft 8 also runs PeopleSoft's integrated suite of HRMS, customer relationship management (CRM), eBusiness and analytic applications – best-in-class tools that are all web-enabled for your eBusiness.

### **PeopleSoft 8 and IBM – A Total Solution**

As the world's largest information technology company, IBM is the only enterprise that can provide a total solution for PeopleSoft 8 implementations across multiple server architectures, databases, services and solutions.

By leveraging your applications to an expanded community of customers, employees and suppliers, it's absolutely essential that your database be of the highest quality, be fully recoverable, be available 24x7x365, and be able to handle the demands of hundreds of thousands of concurrent users. IBM's

DB2 Universal Database provides a family of fully scalable, robust, high-quality database servers capable of handling the enterprise demands, data integrity and security requirements of PeopleSoft 8. In fact, DB2 UDB is PeopleSoft's primary UNIX development platform.

When it comes to your hardware platform, IBM provides an environment that is well suited to run PeopleSoft 8. There's a tight technical alignment between these two companies that guarantees that PeopleSoft 8 is tested, certified and optimized on a variety of IBM enterprise and web application servers (see What's New). This extraordinary portability leaves you free to choose the server that can address your current and future business needs – all the while providing consistency and compatibility in such vital areas as systems management and database management. In addition, IBM provides the software technology to power and support your PeopleSoft 8 environment (see sidebar).

### **PeopleSoft Consulting and IBM Global Services**

PeopleSoft and IBM consultants will be right there with you, every step of the way during your upgrade to PeopleSoft 8. We support you with project management, business and technical perspectives and ongoing support to complete your upgrade on time and on budget. PeopleSoft and IBM provide access to skilled resources and proven techniques to improve the day-to-day operational management of your eBusiness system. These techniques allow your eBusiness to continually evolve, helping it to meet ever-changing needs – thus increasing your system's lifetime value.

### **It's About Performance**

For enterprises of all sizes, languages and locations, the internet has ushered in a new age of opportunity. Companies that only a year ago weren't ready to transfer their business processes onto the web are now seeing an eBusiness future in which their organizations must play a role or risk losing out to their competitors.

If eBusiness is the door to a collaborative network of customers, employees and suppliers, then PeopleSoft 8 is your key to conducting a full range of business interactions between enterprises. It's the only pure internet solution in the industry.

That's right, it's about performance. Your system performance. Your application performance. And enabling the performance of your customers, employees and suppliers.

In short, PeopleSoft 8 is pure internet, pure performance and pure genius. (Okay – so what's a little hyperbole among friends?)

## **IBM software to power your PeopleSoft 8 environment:**

- **MQSeries®** – This family of products connects applications across different environments, ensuring message delivery. It's a set of modular tools with a common look and feel that helps you build an integration architecture.
- **Tivoli Manager™ for PeopleSoft** – An integrated, intelligent approach to centrally administer and ensure availability of your PeopleSoft 8 system. Tivoli Manager for PeopleSoft provides an integrated approach for managing the middleware, application and database components that make up a three-tier PeopleSoft system. Tivoli Manager for PeopleSoft recognizes the relationship among these components and provides an intelligent tool to manage the system as a whole.
- **Lotus® Domino™** – Builds and delivers collaborative applications where messaging and multiple types of content are critical. Domino gives all the flexibility of sharing, collaborating and managing knowledge and information combined with a powerful web server and development environment. It enables you to create web self-service applications connected to enterprise application software, ultimately enhancing the productivity of your end users.

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**That's right, it's about performance.**

**Your system performance.**

**Your application performance.**

**And enabling the performance of your customers, employees and suppliers.**

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For more information about PeopleSoft 8 and IBM infrastructure (servers, database, tools or services for managing your implementation) – or to request a Pure Internet Performance Kit – log on to the **People to People** website at [www.peopletopeoplenews.com](http://www.peopletopeoplenews.com). Or call us at **1-800-898-4426**.

# what's new

## The IBM eServer Advantage

Today, eBusiness is a part of the basic DNA of every business – not as faddish technology but as basic business infrastructure. The hype has peaked, but the meaningful change has just begun. IBM can help you face this change with new servers tailor-made to take advantage of the performance capabilities of PeopleSoft 8 and its pure internet architecture:

- **zSeries enterprise servers** – the most reliable, mission-critical data transaction servers on earth. The first enterprise eBusiness data and transaction server for when you need near-zero downtime with the highest quality of service.
- **pSeries UNIX servers** – the fastest, most technologically advanced web and application servers running on UNIX.
- **xSeries Intel-based servers** – affordable, Linux-ready Intel-based servers with mainframe-inspired reliability technologies. The first servers that bring technology from massively scalable servers to Intel-based servers running Windows NT/2000, Netware or Linux.



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## PeopleSoft and IBM Expand Relationship to Deliver HRMS and Consulting Services Worldwide

PeopleSoft and IBM have enjoyed a long-standing relationship over the years. Now, the two companies have agreed to expand that relationship even further by jointly providing comprehensive, internet-based Human Resource Management Systems (HRMS) and consulting services for businesses of all sizes. The agreement enables customers to manage their HR requirements from “resume to retirement” – combining the core strengths of PeopleSoft’s human capital software applications and consulting services with IBM’s eBusiness infrastructure offerings, including hardware, software and consulting services. What’s it all mean? IBM is expanding its PeopleSoft practice globally to meet the market demand created by this relationship, providing more low-risk, timely, cost-effective implementations

## Tools To Help You Manage DB2

As more PeopleSoft customers turn to IBM’s DB2 Universal Database to support their enterprise applications, the demand increases for database administrators with DB2 expertise. To fill the potential resource void and boost system performance, Quest Software has created Quest Central™ for DB2, an integrated suite of DB2 management solutions. Quest Central offers quality tools to improve DBA productivity, database performance and application availability that are integrated in one easy-to-use graphical platform. And since Quest Central is based on an innovative plug-in approach, it’s easy to install – enabling DBAs to react to performance problems and application requests faster than ever before. Quest Software Inc. began shipping Quest Central for DB2 last October and supports DB2 for UNIX, Windows and OS/2 version 6.1 and higher. Trial versions are available. For more information visit the **People to People** website at [www.peopletopeplenews.com](http://www.peopletopeplenews.com).

For more information about any of the products or services listed in *What’s New*, log on to the **People to People** website at [www.peopletopeplenews.com](http://www.peopletopeplenews.com). Or call our toll-free number at **1-800-898-4426**.



by a trusted Business Partner. IBM is also contributing DB2 Universal Database and MQ Series – as well as zSeries, pSeries and xSeries – eServers to the joint solution.

It expands a relationship which has grown to include PeopleSoft's adoption of IBM's DB2 UDB as the UNIX development platform of choice for PeopleSoft 8, and strategic alliances targeted to the needs of customers in the higher education marketplace and IBM's zSeries eServer PeopleSoft installed base.

# ACT NOW!

## Get your PURE INTERNET PERFORMANCE KIT at NO CHARGE!

### WHAT YOU GET

#### **e-Business: Roadmap for Success**

by Ravi Kalakota, Marcia Robinson  
and Don Tapscott

- The term "eBusiness" doesn't refer solely to the process of buying and selling goods over the internet. It actually means much more. The authors define the term as "the complex fusion of business processes, enterprise applications and organizational structure necessary to create a high-performance business model." Then they go on to show how to employ the tenets of eBusiness to compete more effectively in today's marketplace.
- A \$39.95 (USD) value – and 378 pages!

#### **Computing in an eBusiness World**

Managing information technology is a challenge under any circumstances. Creating and managing a successful eBusiness infrastructure requires careful foresight, adequate time and financial commitment – and qualified resources. With this IBM guide, you'll learn about:

- The evolution of eBusiness;
- The impact of eBusiness on today's IT environment;
- Design criteria for an eBusiness infrastructure;
- Investment considerations; and
- The future – pervasive computing.

#### **The Move to Pure Internet Applications in PeopleSoft 8**

- "Frequently Asked Questions" – an FAQ – from PeopleSoft that provides answers to the most-asked questions about PeopleSoft 8.
- Deals primarily with questions concerning which technologies are supported in PeopleSoft 8.
- Written for someone already familiar with the PeopleSoft 7.5 technology.

#### **PeopleSoft Internet Architecture – An Open Architecture for Internet Access and Integration**

- A white paper that provides an overview of PeopleSoft Internet Architecture and describes the PeopleSoft approach to supporting internet access and integration for applications.
- Written for a technical audience familiar with basic internet and ERP architecture concepts.
- Provides a general understanding of PeopleSoft's technology architecture.

**You get all of these items in your Pure Internet Performance Kit!**

#### **HOW YOU GET IT** (choose one)

- Log on to our website: [www.peopletopeoplenews.com](http://www.peopletopeoplenews.com)
- Call our toll-free number: 1-800-898-4426

#### **WHAT IT WILL COST**

- Your Pure Internet Performance Kit is available at *no cost!*

#### **DEADLINE**

- Pure Internet Performance Kits are available only until March 31, 2001. **Act now!**



# Tips & Techniques

**Q:** What are some specific things my organization can do to prepare for upgrading to PeopleSoft 8?

**A:** First, prepare your infrastructure. This should be your top priority. There's no ROI in cutting corners at this stage. You should develop an upgrade plan and strategy, and conduct a technical architecture review. Your PeopleSoft Client Executive can help you with both of these — don't hesitate to contact this person. Request a free PeopleSoft 8 eAudit service. It's designed to help you get started with your upgrade. If you're unsure as to who your Client Executive is, contact PeopleSoft Customer Care at **1-800-477-5738** and select option 2.

Next, be sure your team upgrades its PeopleSoft skills. Send them to PeopleSoft University. We recommend these courses:

- 482 PeopleTools 8.1 Delta**  
2 days, 2 units
- 1031 PeopleSoft Database Upgrade 8.1**  
2 days, 2 units (includes Upgrade Assistant)
- 478 Data Management Tools 8.1**  
3 days, 3 units
- 411 Application Engine 8.1**  
3 days, 3 units

Functional experts — anyone who uses the application — should attend the PeopleSoft Delta course which corresponds to the PeopleSoft 8 product you're upgrading.

Also, be sure to log on to the PeopleSoft website and download the upgrade documentation corresponding to the PeopleSoft product and version from Customer Connection (from [www4.peoplesoft.com/cc](http://www4.peoplesoft.com/cc) — select "product" then click on "PeopleSoft 8 Upgrades" section). PeopleSoft has enhanced and added documentation to assist you in getting started. Review and complete all of the steps contained in Chapters 1 and 2 before starting any subsequent steps. From our experience, this is where most organizations shortcut themselves. These two chapters contain the most critical steps leading to a successful upgrade.



It's definitely been our experience that organizations get into trouble when they gloss over the first two steps in an upgrade — reviewing and preparing for required hardware and software changes. Pay particular attention to the PeopleTools Platform Support documentation posted on the Customer Connections extranet site. We've found that organizations that do their own upgrades omit at least one critical, required software update. In some cases, this can mean backing up or starting all over.

Finally, while this may sound self-serving, it's actually meant to help your installation run as smoothly as possible in the timeframe your organization requires: Contact your PeopleSoft Client Executive as soon as you begin thinking about an upgrade to PeopleSoft 8. We've had an overwhelming response for installations. The sooner you contact us, the sooner we can schedule your PeopleSoft Certified Installation using our ISO 9001 process.

**Q:** How can I justify to my management that we should upgrade to PeopleSoft 8?

**A:** Use the following features of PeopleSoft 8 to convince your management that PeopleSoft's pure internet solution can save both time and money:

- Reduced application deployment costs and resources (because there's no code on the client);
- Enhanced security features, including the single sign-on feature and LDAP with Enterprise Security Administration;
- Distributed authorization to field managers to avoid security administration bottlenecks;
- XML integration capabilities to ensure the rapid development of integration solutions;
- Ability to deliver web portals now — to target the right content to the right roles in your virtual enterprise;
- Ability to deliver self-service and collaborative applications — designed to guide your customers, employees and suppliers through a process.

**Q:** In moving to PeopleSoft 8, my organization needs to support a pure internet environment. What should we consider when looking for a web server?

**A:** The web server doesn't do a lot of processing. It sends HTML back to the client, sends requests to the application server and maintains state (it holds onto the panel buffer). However, since this server can support many users, it should run on a multiprocessor machine with fast processors. In terms of memory, the web server uses memory for holding onto the state (which is compressed). On average, you can expect the system to use about 100 KB per connected user. The web server doesn't need much disk space. The only disk space needed is for the software itself plus a little bit more for the caching of image and style sheet files — not a significant amount. The web server, application server and database server should be in very close proximity to one another and they should have a high bandwidth network dedicated connection. This connection could be by 100BT, FDDI or even on the same machine. However, since the web server is a critical component for PeopleSoft 8, some level of redundancy is suggested, and for maintenance you may want to keep the web servers on separate machines.

You can get more technical, in-depth tips and techniques by requesting a People to People Pure Internet Performance Kit. It includes an FAQ that provides answers to the most-asked questions about PeopleSoft 8 — and deals primarily with questions about the technologies supported in PeopleSoft 8. To request your kit, log on to the **People to People** website at [www.peopletopeoplenews.com](http://www.peopletopeoplenews.com). Or call us at **1-800-898-4426**.



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***People to People*** is pure information about PeopleSoft and IBM. Inside this issue you'll learn about:

- *PeopleSoft's pure internet solution – PeopleSoft 8.*
- *How it performs under pure pressure from PeopleSoft Financials.*
- *IBM's hardware, software and middleware to run PeopleSoft 8 purely.*

**For purity's sake, open this issue of *People to People* now.**