

Benefits of Phire

The following are highlights of the features and differentiators of Phire that distinguishes us from our competitors and provides us with a competitive advantage and provides extra value to our customers.

Infrastructure

Leverage Purchased/Bundled Software: There is no need to purchase additional database server software, application server software, web server software, and reporting software because Phire runs on the existing PeopleSoft architecture. You can utilize software that is bundled with PeopleSoft such as BI Publisher, PS Query, and SQR to build reports.

No New Hardware Required: Phire does not require any hardware investments because it can be installed onto an existing PeopleSoft infrastructure. In addition, Phire is 100% web enabled which simplifies maintenance.

Technical Architecture: Phire utilizes the PeopleTools platform and related components like Process Scheduler for batch processing. There are fewer “moving parts” to manage and support which simplifies the architecture and decreases possibility of downtime.

Support and Training

System Administration: Existing system administrators will be able to install, configure, monitor, and support Phire without any training because the technical architecture is identical to the existing PeopleSoft architecture.

Development Support: Customizations to Phire can be performed by existing PeopleTools developer without any training because Phire’s development platform is PeopleTools and it uses the same programming language (PeopleCode) and batch programs (Application Engine) as PeopleSoft.

Upgrades and Patches: Patches, bundles, and upgrades are easily applied because a Phire patch is applied in the same manner as a PeopleSoft patch in that it consists of an Application Designer project, data mover scripts, SQL scripts, and external files. In addition, Phire application upgrade happens automatically along with the upgrade of your existing PeopleSoft applications.

Enhancements: Many of the features of Phire are byproducts of the feedback and enhancement requests from our customers. We understand the importance of listening to our customers and do deliver new products and enhancements in a timely manner. If the customer chooses to make changes to Phire, they have full access to all the source code to make the necessary changes.

Licensing and Software Cost

Enterprise License: Phire offers an Enterprise license that is not restrictive on the number of users. The Enterprise license allows customers to have unlimited number of users as well as provide the ability to utilize Phire for application change management needs for unlimited number of applications.

Lower Cost: The Enterprise License and the Annual Support and Maintenance fee for Phire is traditionally lower than our competitors.

Total Cost of Ownership: Because Phire is built on PeopleTools, the on-going costs associated with owning, maintaining, and supporting Phire is much less than our competitors whose products require a completely different infrastructure.

Implementation and Deployment

Quick Installation: Installation of Phire is normally completed in half a day and consists of similar tasks as those involved when applying a PeopleSoft bundle. Majority of Phire customers are able to fully implement in about three weeks.

Wizard-Driven Setup: Phire contains a wizard driven setup that enables rapid implementation by consolidating all the setup data in one place as well as providing the ability to copy all the code values from a sample “best practices” template domain.

Leverage PeopleSoft Security: Phire leverages existing PeopleSoft security so that you do not have to create new user profiles for Phire. You can use PeopleSoft delivered data mover scripts to replicate user profiles in the Phire database.

Reporting and Dashboard

Real-Time Monitoring: Phire provides for the ability to track and monitor the entire life cycle of a change request in real time. Phire's flexible reporting and query capabilities allow for monitoring of activities in the system from high-level management statistics to the detailed issues and change request tasks that are on-going. The Issue/Change Request Tracker provides an easy search and navigation point to everything going on in the system with the ability to drill into the details of the individual items.

Key Performance Indicators: Phire enables periodic and regular operational reviews, metrics, and other key performance indicators (KPI's) against the detailed historical information accumulated in the Phire repository. You can analyze performance metrics such as % meeting SLA, average duration to completion, and change request cycle times across multiple dimensions such as CR type, Functional Area, or Priority.

Compliance Reports: Phire provides the ability to report on process exceptions, security violations, and violations to the implemented controls. Phire contains a set of compliance reports that show the effectiveness of the controls you have implemented. There are reports that show security violations, migration exceptions, and control data changes.

Usability

Similar User Interface: The user interface for Phire is virtually identical to a PeopleSoft application. Users will accept the application more readily because of the familiarity and the usage of the application will require minimal end user training.

Self Service Module: Bundled with Phire is the self-service incident tracking that allows end users to create, modify, and view incident tickets. The self-service module is a user friendly interface that enables incident management with little or no training.