



Background

Susan G. Komen is the world's largest nonprofit source of funding for the fight against breast cancer. To date, they have invested more than \$2.6 billion in groundbreaking research, community health outreach, advocacy and programs in more than 30 countries.

Susan G. Komen's mission is pretty simple: to save lives and end breast cancer forever. How they do it...well, that's a bit more complex. They educate, support research, offer grants that provide financial and emotional assistance and advocate for better breast cancer policy. But in a broader sense, they empower others, ensure quality care for all, and invest in science to find the cures.

Challenge

Large scale financial and supply chain upgrades are highly complex in nature. In Susan G. Komen's situation, it was even more complex due to the 110 Affiliate branch offices staffed by mostly volunteers. Because of the volunteer nature of the workforce, change management was of significant importance and a bit of a challenge. Susan G. Komen's objectives were to upgrade to 9.2, reduce customizations, while at the same time successfully manage the amount of change presented to the branch offices, and do all this as efficiently and as cost effectively as possible.

Solution

Specifically, in this project, MIPRO leveraged our offshore capabilities to perform the upgrade to PeopleSoft Financial and Supply Chain Management (FSCM) 9.2. In addition to executing the technical upgrade, MIPRO conducted new feature functionality workshops creating a roadmap of the most beneficial 9.2 new functionality for Susan G. Komen to deploy. The combination of upgrading to 9.2 in a "like to like" manner along with building out a 9.2 functionality roadmap allows Susan G. Komen to deploy 9.2 with the least change impact to the branches. Their new PeopleSoft deployment includes PeopleSoft Accounts Payable, Purchasing, General Ledger, Billing, Receivables, Project Costing, Treasury (Cash Management), e-Procurement, & Expenses. This PeopleSoft upgrade is designed to take advantage of the new functionality within 9.2, reduce customizations, and improve efficiencies.



Company

Susan G. Komen

Business

Breast Cancer
Research/Education/Treatment

Headquarters

Dallas, TX

Funding

Since 1982 \$2.6 billion in
research and lifesaving

Number of Affiliates

110

Community Organizations

1,300

Engagement Focus

PeopleSoft FSCM 9.0
to 9.2 Upgrade

Length of Engagement

7 months



Outcome

By leveraging MIPRO's proven processes and delivery model, we were able to minimize the impact of change on the affiliate offices and meet an aggressive go-live timeline. Upgrading to 9.2 is helping the Komen accomplish their objectives, allowing them to focus even more time and efforts to fulfilling their mission of fighting breast cancer through research, community programs and advocacy.

In Their Own Words

Looking back, Brim Basom, Project Manager reflects on what makes MIPRO a different kind of services firm.

"Throughout the entire engagement MIPRO was very professional and only offered solutions that would benefit Komen. The MIPRO consultants genuinely cared about the outcome and truly understood the key issues that we were working to resolve. MIPRO was driven by customer success while keeping costs/overhead as low as possible and the executive level support they provided was above and beyond expectations. This was one of the most complex and high priority projects Komen had slated for 2014. I can say that we had a very aggressive time line and we got it done on time and under budget. What more could you ask for in a project of this size and complexity?"

Looking back, Subhendu Rath, IT Director/ Project Sponsor reflects on what makes MIPRO a true partner.

"MIPRO acted as a true partner. They presented great value throughout the life of the partnership and helped us to complete our project on time and under budget. We chose MIPRO through a detailed Vendor Assessment process. From the beginning they demonstrated extraordinary professionalism in all aspects and continued the same through the end of the project. We cherished the partnership with MIPRO and look forward to working with them in future."