



### Challenge

New York University Langone Health (NYULH), located in Manhattan with additional facilities throughout the New York City five boroughs, is one of the nation's premier academic medical centers. NYULH initially implemented PeopleSoft v9.0 which went live in September 2010 and upgraded to v9.2 in 2015.

NYULH's Real Estate Department, RED&F, manages the site selection & lease payment process and has a portfolio of over 350 real estate leases. Though NYULH was principally using PeopleSoft, RED&F was still using various third-party systems to manage its site selection, approval and payment processes. The challenge was to bring together the various processes spread over RED&F's several sub-systems and then integrate those business processes into PeopleSoft Lease Administration.

### Solution

Using methodologies from MIPRO's previous Lease Administration and Asset Lifecycle Management (ALM) projects, MIPRO used its onsite Lease Administration consulting expertise combined with NYULH's onsite technical team. Through this approach, MIPRO conducted demo & fit gap workshops, built & maintained NYULH's business requirements list, designed the approach for data conversion, built test scripts & conducted system testing, created training materials & conducted training classes, created cutover procedures, assisted with go-live, provided post production support, created system reconciliation procedures and provided knowledge transfer to NYULH's Business Analysts.

Site approval and payment approval processes were of particular importance on this project. MIPRO conducted the workshops to build the business process flows and verify the business requirements. Then NYULH's technical team built & configured the workflow models incorporating PeopleSoft's delivered Approval Framework (AWE).

Data validation between the old system and the new system was a critical part of the project. MIPRO designed & created a payment verification worksheet which verified the expected payments against the actual payments. Through knowledge transfer, the worksheet was maintained by NYULH's IT department and this report provided RED&F with information that it needed to validate the new system for both data conversion and lease payments.



#### Organization

NYU Langone Health

#### Business

Healthcare provider

#### Location

New York, NY

#### Facilities

250 Medical Facilities & Offices

#### Employees

35,000

#### Established

1965

#### Engagement Focus

PeopleSoft ALM  
- Lease Administration  
- Asset Management

#### Length of Engagement

9 months



## Outcome

To begin the project, MIPRO delivered a series of interactive demo and fit-gap sessions with emphasis placed on keeping NYU Langone Health's internal controls in place while rebuilding their business processes to best match PeopleSoft's Lease Administration solution.

Throughout the project, MIPRO conducted workshops using their expertise and experience to guide the project team from the initial product introduction, through the development, testing and training phases, to post production support. Ultimately this approach provided a successful go-live and successful knowledge transfer.

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### In Their Own Words

*Frank Banno, Manager Solutions Development, NYU Langone Health*

We had a tremendous experience working with MIPRO during our implementation of Lease Administration. They worked hard to meet our deadlines and went above and beyond with their customer service. We look forward to working with them again in the future.