

Case Study of PeopleSoft HR Solutions
for
ICON Clinical Research

ICON is a global provider of outsourced clinical development services to the pharmaceutical, biotechnology and medical device industries. They specialize in the strategic development, management and analysis of programs that support Clinical Development - from compound selection to Phase I-IV clinical studies.

ICON has five different divisions and it's located in Americas, Europe, Asia, Pacific regions in more than 80 countries. They are in the process of consolidating & streamlining their global HR system.

Case: ICON uses Peoplesoft HR application to manage the global employee's human resource information. New employees are hired in the Peoplesoft system and new hire information was individually emailed to the global IT team where they will create the Network ID's in active directory , outlook email address based on their region. This process is handled manually and sometimes they lose track of the emails.

ICON HR & IT team was spending too much of time to track the emails, creating the network accounts manually in Active directory. If the employee who handles this goes on vacation it was adversely impacting the process. Network Id has to be ready when the employee begins the job on day one. Similarly when the employee gets terminated active directory system has to be notified to revoke the system access of the employee. This network id will be emailed back to the Peoplesoft security team, where they create the PS user id.

Solution: V-Solve provided the end to end automated solution to this. By implementing this ICON HR team had the following benefits.

- ICON HR team no longer sends the new hire information to the Active Directory team manually.
- Peoplesoft New hire data will be automatically uploaded to the IT system and their program creates the Network ID, Outlook email ID automatically
- Created Network ID will be loaded to the Peoplesoft database which is used to create automated userids in Peoplesoft.
- This completely eliminates the manual intervention at any point of the process
- Provided 100% success rate in creating the network ids, outlook email ids with no failures
- It saved man power for HR and thus saving the cost involved in this.
- Elimination of human errors and thus increasing the productivity.

On successful accomplishment of this process, ICON HR team were impressed with the results and offered V-solve an opportunity to implement the Peoplesoft Global solution for the vacation and accrual processing for South American , Europe, Asia pacific countries which was tracked in the excel sheet.