



Challenge

Learning Care Group, Inc. (LCG) is the second-largest for-profit child care provider in North America and a leader in early education with programs designed for children aged 6 weeks to 12 years. Across their seven unique brands, LCG has more than 900 schools and 18,000 teachers serving more than 130,000 children.

To accomplish their mission of being the premier child and family education organization in the world, the LCG management team needed to make sure the entire back office supporting infrastructure was running efficiently and effectively enabling the staff to focus on delivering services and support to the LCG teachers and children throughout the portfolio.

LCG was running PeopleSoft Financials and Supply Chain Management (FSCM) version 8.8 and needed to upgrade to PeopleSoft 9.2. MIPRO worked with LCG to identify key project objectives.

Important guidelines for the project included minimal disruption to the day-to-day business, elimination of customizations, implementation of the newest features of 9.2 including work centers and activity guides and knowledge transfer from the MIPRO team to the functional and IT team leads.

Solution

MIPRO utilized their blended upgrade approach consisting of appropriate on-site presence and offshore upgrade resources. The approach provided on-site consultants to conduct the fit/gap analysis work and to provide critical knowledge transfer to the LCG team while the technical aspects of the upgrade were executed using off-shore resources. Using this approach, MIPRO was able to accelerate the migration process, increase the pace of the project and reduce the overall cost to LCG. This was done while preparing LCG to take advantage of the new features and functionality that PeopleSoft 9.2 delivers. Since LCG had very experienced and knowledgeable team members, this approach maximized the value of their existing skills while providing the external experience and expertise to enable a successful upgrade to PeopleSoft 9.2 FSCM.



Company

Learning Care Group, Inc.

Business

Early Education
and Child Care Services

Headquarters

Novi, MI USA

Revenue

\$532 Million

Teachers

\$18,000

Geographies

900+ schools,
Internationally distributed

Engagement Focus

PeopleSoft Financials
Supply Chain Management

Length of Engagement

7 months



The upgrade was estimated at 30 weeks in duration with an additional 4 weeks of production support. In conjunction with the blended upgrade, MIPRO provided senior PeopleSoft leadership to execute their proprietary Blueprint Workshop as well as their PeopleSoft Selective Adoption and PeopleTools Deployment Workshops.

Outcome

The PeopleSoft 9.2 FSCM upgrade project was delivered on time and under budget.

During the 30 week project there was minimal disruption to the day-to-day business and the end users viewed the transition from Financials 8.8 to 9.2 to be seamless. While there are always unforeseen challenges that emerge in significant, complex projects, there were no challenges that impacted the timeline, budget or ability to achieve the stated objectives.

New 9.2 features were deployed, some customizations were eliminated and knowledge transfer occurred for the power and end users. As the project came to a close, the team assembled for MIPRO-led discussions around Selective Adoption and PeopleTools deployment.

In Their Own Words

Jennifer Beers, VP Controller

“MIPRO was a true partner in this upgrade. I was very pleased with the level of MIPRO leadership that was engaged in our project. They ensured LCG was set up for a successful outcome from day one through completion. They were flexible and accommodating as well as extremely professional. The MIPRO onsite and offshore team members were also hardworking and dedicated to the project’s success. They provided daily guidance and support and worked hard to meet deadlines and project milestones.”

The Children's
Courtyard™

CHILDTIME
LEARNING CENTERS

CREATIVEkids
LEARNING CENTER

Everbrook
ACADEMY™

La Petite
ACADEMY.

montessori
unlimited.

TUTOR TIME
CHILD CARE / LEARNING CENTERS