



## Challenge

The Regional Medical Center of Orangeburg and Calhoun Counties (RMC) is a 286-bed acute care hospital in Orangeburg, SC with a focus on compassionate care, close to home. They have more than 100 physicians, 1200 employees, and 150 volunteers. This includes primary care, urgent care, and specialty practices.

RMC started using PeopleSoft in 2000 and, after a brief hiatus, they went back to it in 2016 but started to find it challenging to stay current with the pace of Oracle's quarterly new PUM releases, updates and new functionality. While exceptionally capable, the RMC staff was looking for the best way to provide day-to-day PeopleSoft support and embrace the newest capabilities offered by Oracle. RMC wanted to continue delivering high service levels to their internal team members, reduce operational costs and get the maximum value from their PeopleSoft investment, but their team needed some outside assistance to deliver on all those objectives.

## Solution

RMC first engaged MIPRO in 2016 to conduct a PeopleSoft Financials Optimization Assessment. From that positive experience, RMC decided to enlist MIPRO to provide managed support services for the PeopleSoft Financials and Supply Chain modules that RMC was utilizing. Eventually, RMC made the decision to expand the support services that MIPRO provides to include the PeopleSoft HCM modules as well.

With this additional support, the RMC team was able to provide additional focus, time, and energy on strategic initiatives. Understanding each organization is unique, MIPRO provided RMC a number of different support approaches to evaluate, consider and finalize for their selection. RMC ultimately decided on a Managed Services team comprised of offshore, onshore, offsite, and onsite resources, allowing around the clock, cost effective, exceptional PeopleSoft support.

Part of this approach included regular PUM and Tool updates in the managed services provided by MIPRO. In addition, RMC's solution occasionally includes additional support from MIPRO PeopleSoft experts for special projects or unique requirements.



### Organization

The Regional Medical Center of Orangeburg and Calhoun Counties

### Business

Healthcare Provider

### Location

Orangeburg, South Carolina

### Facilities

286 Bed Hospital and 22 Practices

### Employees

1,450

### Established

1919

### Engagement Focus

PeopleSoft HCM & ERP Managed Services Support

### Length of Engagement

Ongoing Multi-Year Engagement



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## Outcome

RMC was able to increase stakeholder satisfaction while reducing internal support costs. The ongoing success of our relationship that provides day-to-day, year-to-year PeopleSoft managed services support can be attributed to several things including the active support of RMC leadership, proactive project management and commitment to the plan from RMC and MIPRO. Surprises are eliminated by having regularly scheduled meetings and ongoing open communication among the team. Today, RMC is current with PeopleTools and PUM releases for HCM, Financials and Supply Chain (ERP). In addition, RMC is consistently rolling out new functionality and is getting more value out of their PeopleSoft investment.

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## In Their Own Words

*Martha (Marty) Miller, Manager, Application Services, Information Technology  
Regional Medical Center*

MIPRO has been a pleasure to work with both on our day-to-day support and managing our quarterly updates. MIPRO and the RMC team have built positive working relationships by using the same support staff, weekly calls, and ongoing communication. MIPRO and the RMC team completed the upgrade on time, within budget, and without any issues from the end-user perspective. I have been very impressed with the 24-hour support, MIPRO leadership, and their professionalism. MIPRO provides the support RMC needs at the time we need it.