Quest™

Choice Hotels cuts code migration time by 83% with Stat for PeopleSoft

Choice Hotels streamlines workflow, improves versioning and reduces auditing effort with Stat for PeopleSoft

Choice Hotels is one of the largest and most successful lodging companies in the world. It franchises more than 5,500 hotels, from limited-service sites to full-service properties in the economy, mid-scale and upscale segments. For comprehensive workflow, versioning and auditing for its PeopleSoft applications, Choice Hotels looked to Quest Software.

CHALLENGES IN MANAGING PEOPLESOFT DEVELOPMENT

To manage its accounting operations and staffing, Choice Hotels relies on PeopleSoft Enterprise™ Financial Management and PeopleSoft Enterprise Human Resources. These applications support nearly 300 users.

For several years, Choice Hotels had been using a homegrown application change management tool. Although that tool provided some visibility into the change process, it limited the level of control over development activities. The IT department needed a way to better understand, organize and control the development lifecycle, workflow, priorities and best practices, and therefore the company began to look for a solution designed to implement an application change process and consistently enforce adherence to it by the IT staff.

WORKFLOW, VERSIONING, AUDITING AND MORE

With only two viable tools on the market that could provide version control for—and be integrated with—PeopleSoft, Choice Hotels chose Stat for PeopleSoft because of its robust set of features. "I think we were really impressed by the workflow aspect of it," says Williams. "One of my key requirements was the capability to mirror my defined processes, so the fact that Stat could create my business rules and apply them was a pretty big selling point to us."

BUSINESS NEED
To better understand, organize and control the PeopleSoft development lifecycle, workflow, priorities and best practices, and to stabilize and control release cycles, Choice Hotels needed an enterprise change management solution.

SOLUTION
By implementing Stat™ for PeopleSoft™, the hotel was able to establish a repeatable process for development and release that reduced code migration time by 83–92 percent and replaced weeks of manual auditing effort with easy-to-use reports.

BENEFITS
- Established a repeatable process that improved process management and auditing
- Reduced code migration time by 83–92 percent, from three or four hours to just 20–30 minutes
- Replaced weeks of manual auditing effort with easy-to-use reports
- Improved stability and control around release cycles

SOLUTIONS FEATURED
- Database

> "Before Stat, one migration release could take three to four hours. Now, it's done in about 20 to 30 minutes."
>
> *Scott Williams*
> *Director of Corporation Applications, Choice Hotels*

The company had a list of requirements, including workflow, versioning and auditing. Stat meets these requirements, and offers much more. It can lock objects, roll back changes, take snapshots of code at various points and follow the entire trail of changes. It allows Choice Hotels to run reports; easily view change requests, the work in progress and the priorities of outstanding items; and manage release schedules from beginning to end.

REPEATABLE PROCESSES FOR IMPROVED RELIABILITY AND CONTROL

But the biggest benefit—the ability to create a repeatable process—has helped the company with both internal process management and auditing. "We have been able to create a lot more stability and control around our release cycles," notes Williams.

CODE MIGRATION IN MINUTES RATHER THAN HOURS

Stat has also delivered significant process improvement in code migration. "One of the more difficult things for us to do every day to support our PeopleSoft infrastructure is implementing changes from one environment to the next," Williams explains. "This was completely manual, cumbersome and timeconsuming. With Stat, the entire process is now automated and reliable."

In fact, with Stat, Choice Hotels was able to slash code migration time by 83–92 percent. "Before Stat, one migration release could take three to four hours," says Williams. "Now, it's done in about 20 to 30 minutes."

EASY AUDITS

Choice Hotels has also reaped considerable benefits when it came to audits. In its first Sarbanes-Oxley audit, without Stat, Williams had to verbally describe the company's policies and procedures, explain each step of the process and try to back it all up with manual testing. That audit occurred over a period of four to six weeks and required 40–50 percent of the development team's time.

With Stat, the company not only knows that controls are in place, but it also gains the assurance that they can be tested easily. "I am able to leverage data in the database to prove to the auditors that activities are occurring in the order my process specifies," explains Williams.

Stat has sharply reduced auditing time and effort. "All I have to do now for process changes is show auditors the differences between the current and the previous years," Williams notes.

THE RIGHT SUPPORT

Choice Hotels credits Quest Software's Professional Services for thorough Stat installation and training, and for minimizing obstacles and end-user issues. "Since we've had Stat up and running, we've been able to keep it very stable," says Williams. "I think because of the training and the Professional Services representative helping us through the deployment, we haven't needed to make any significant configuration changes to the tool."

Choice Hotels also utilizes other Quest tools, including Toad™ and Foglight™.

ABOUT QUEST

Quest helps our customers reduce tedious administration tasks so they can focus on the innovation necessary for their businesses to grow. Quest® solutions are scalable, affordable and simple-to-use, and they deliver unmatched efficiency and productivity. Combined with Quest's invitation to the global community to be a part of its innovation, as well as our firm commitment to ensuring customer satisfaction, Quest will continue to accelerate the delivery of the most comprehensive solutions for Azure cloud management, SaaS, security, workforce mobility and data-driven insight.

TECHNOLOGY AT WORK

SOFTWARE

Stat for PeopleSoft

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