



ELIRE CASE STUDY | LOCKTON CO.

# LOCKTON CASE STUDY: MANAGED SERVICES

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## INTRODUCTION - ABOUT LOCKTON

Lockton Companies Inc. is the world's largest privately held insurance brokerage firm. The company works to drive clients towards impactful business goals by providing insurance, risk management, employee benefits, and retirement services. In addition to their headquarters in Kansas City, Missouri, Lockton operates globally in 100+ locations in 125 countries. Lockton currently employs more than 8,300 people worldwide and is continuing to grow its footprint. In 2022, Lockton posted a record-breaking revenue of 2.69 billion, a 27% increase from the prior year.

Through innovation, Lockton has continued to build and expand on capabilities that allow them to consistently meet client needs – which in turn has driven rapid growth for the company.

Behind Lockton's significant growth lies initiatives and innovation that have allowed the company to effectively scale its business processes. By partnering with Elire, Lockton has been able to keep up with the pace of growth and prepare for the future expansion of its business – on both a national and global scale.



## APPROACH

After initially connecting with Lockton for questions pertaining to PeopleSoft Test Framework, Lockton engaged Elire's Managed Services with a particular focus on day-to-day production support, delivered functionality, development activities, and assisting with administration for both their PeopleSoft HCM and FSCM environments.

At the time of initial engagement, Lockton's technical support team had limited bandwidth. Although very skilled, Lockton's relatively small PeopleSoft team could not keep up with the requests for new PeopleSoft functionality and modules while simultaneously working to maintain upgrades and overall maintenance

of the system. A lack of resources and small bandwidth from the support team prevented Lockton from optimizing their PeopleSoft environment to guide the pace of growth that the company had been experiencing.

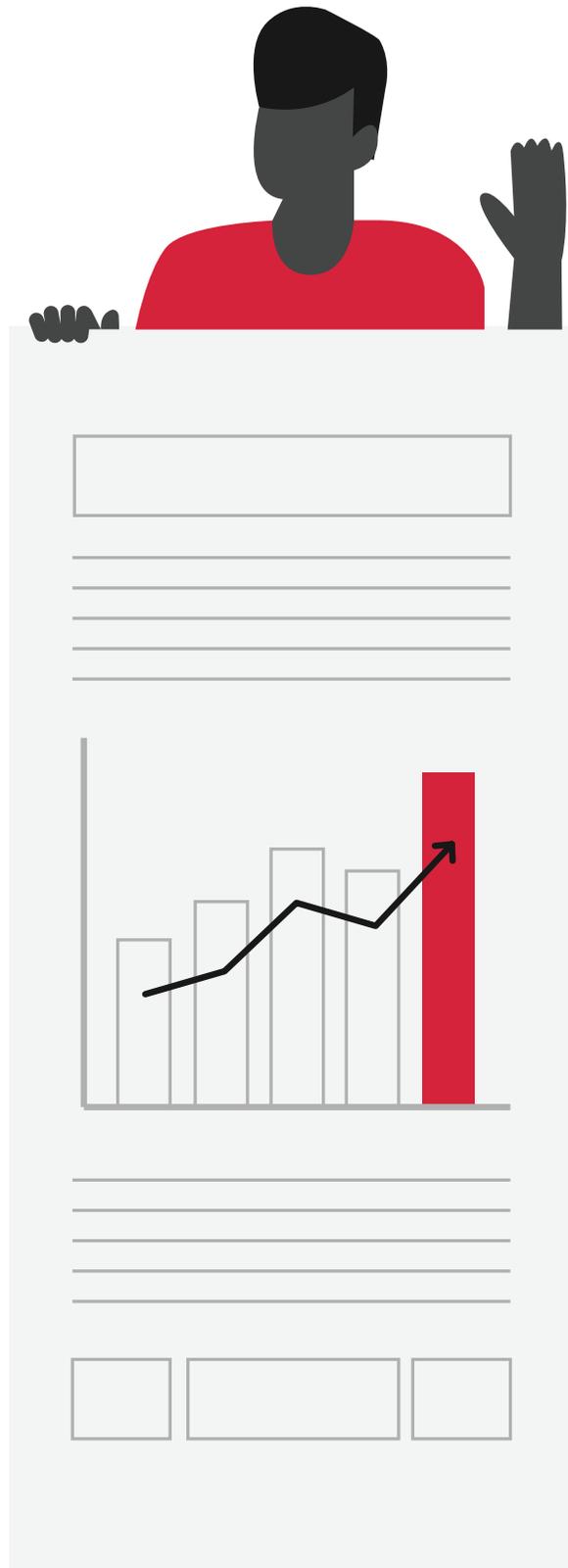
From here, Lockton and Elire established a partnership to optimize and maintain effective HCM and FSCM maintenance and support. Elire's expertise in customizations, reporting, and the support of Lockton's Oracle Cloud EPM system would pave the roadmap for a transformation in Lockton's HCM and FSCM environments and set the company up to effectively scale its processes globally.



## HCM SUPPORT

Lockton's growth created a need to evaluate its current HCM business processes and take optimization efforts to ensure that the system was supporting the company's growth. Elire's optimization efforts focused on making PeopleSoft more supportable to the current and future state of Lockton's processes. Issues such as incorrect benefits system configuration can have extremely negative effects on the ability for employees to receive healthcare. A small mistake on the interface could create discrepancies for employee healthcare coverage, which would require Lockton to contribute more time and energy to manually work with the benefits provider and resolve the issues.

By supporting Lockton's HCM system, Elire was able to help Lockton effectively support growth initiatives. Each time Lockton adds a new benefit provider or makes benefits changes to an existing provider, Elire works to create or update the integration that will accurately send employee benefits information to the provider. This ultimately increases employee satisfaction and gives their team more peace of mind and the ability to focus valuable time and energy on more strategic endeavors.



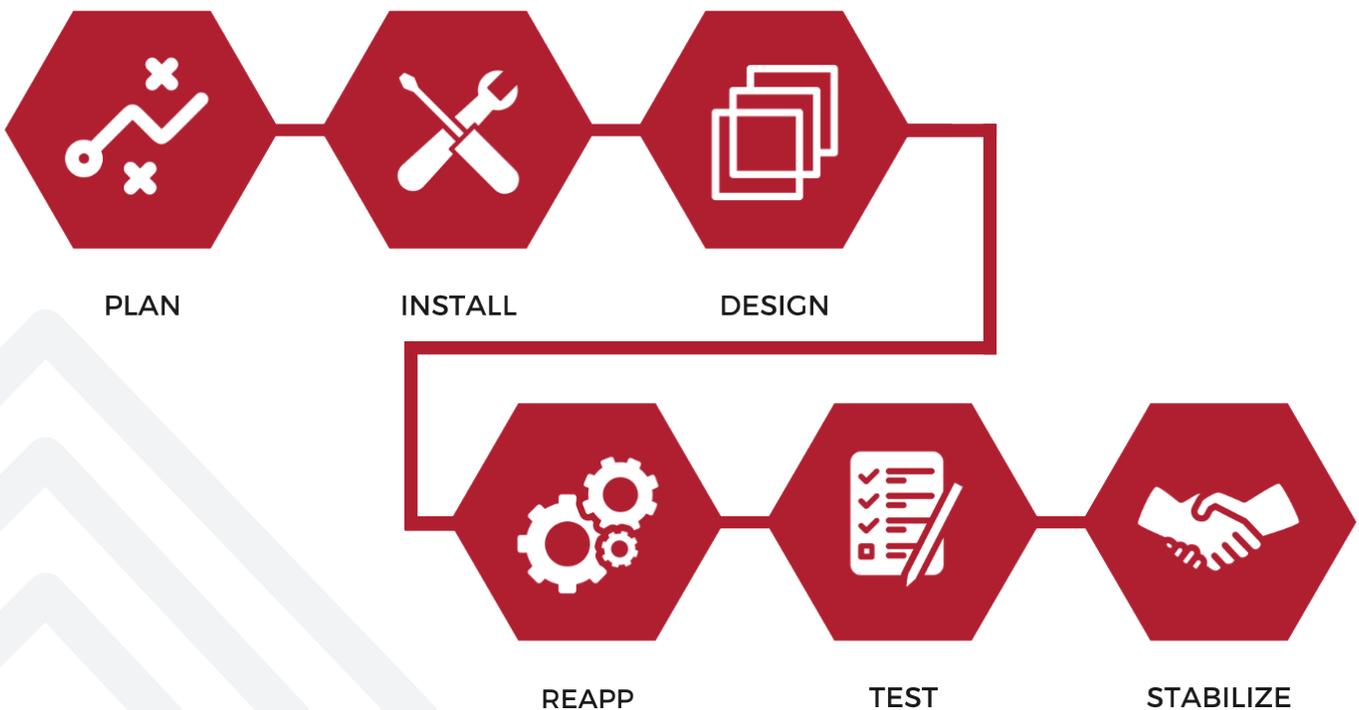
## FSCM SUPPORT

Elire assisted Lockton with the implementation of PeopleSoft financials updates that would enhance functionality of FSCM processes.

As Lockton expanded internationally, Elire worked to configure VAT to include countries beyond Ireland and U.K. Before Elire stepped in to provide Managed Services support, Lockton had been dealing with obstacles around VAT that made it difficult to accurately report and configure VAT for specific countries. With Elire's configuration support, the team was able to get rid of hard-coded programs and turn those into front-end

configurations that required no coding to implement VAT for new countries.

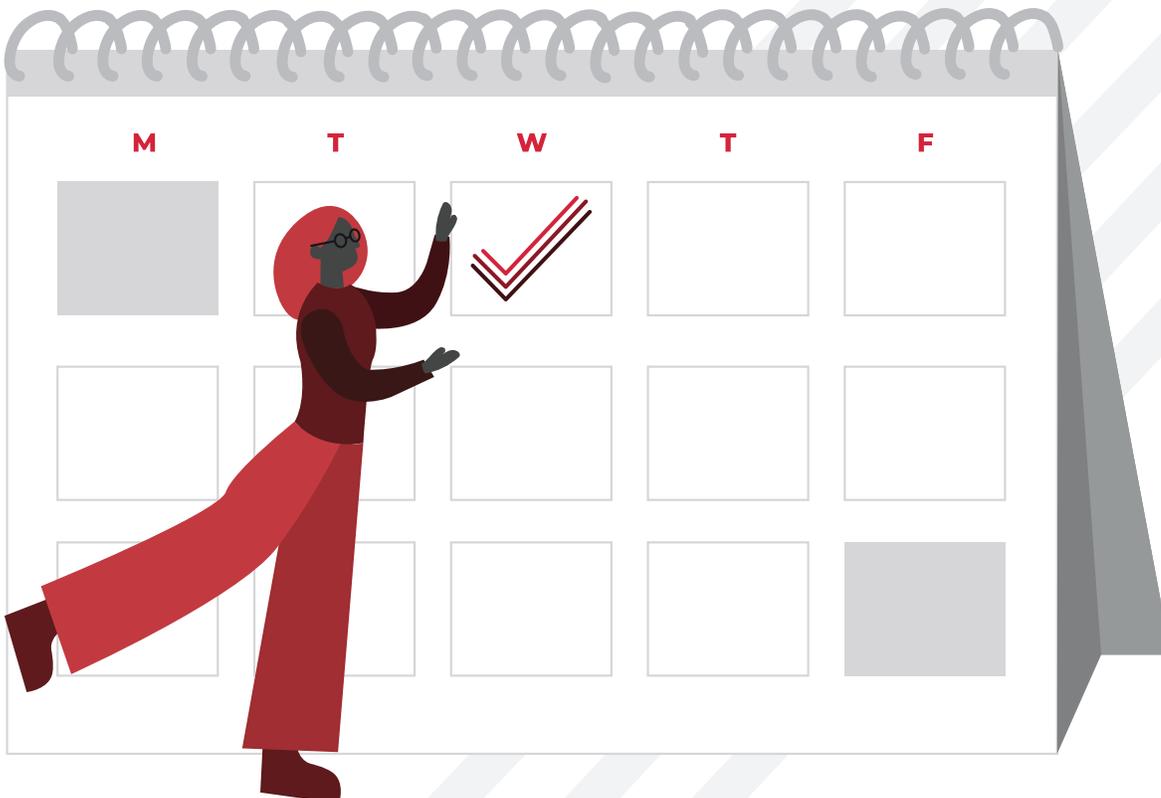
By leveraging Elire's methodology to properly design, develop, test, and deploy to production, the team was able to deploy these growth initiatives to continue to support Lockton's international expansion. Since those initial VAT projects, Elire's FSCM support has expanded to include everything PeopleSoft financials – from inbound integrations into PeopleSoft, PeopleSoft support itself, and integrations out of PeopleSoft into third-party applications.



## EPM SUPPORT

Every period close is important, especially for companies like Lockton in the financial services industry. Month, quarter, and year-end closes and their associated reports play a key role in the process of decision making for executives. Providing effective support for month, quarter, and year-end Enterprise Performance Management (EPM) system close is essential for executives who leverage reporting results to drive strategic decision-making. An EPM system helps monitor the process of performance for an enterprise, helping with planning, budgeting, forecasting, reporting, and ultimately finalizing financial results to ensure a smooth close.

With this in mind, Elire worked to support the company's month, quarter, and year end close process by providing EPM system expertise. Elire's EPM experts ensured that close process data and associated reports were available so Lockton could provide executives with valuable reports quickly and efficiently, ultimately leading to more effective decision making for the company.



## THE FUTURE OF LOCKTON & ELIRE PARTNERSHIP

By partnering with Elire, Lockton has been able to keep up with its pace of growth and prepare for the future. As Lockton grows, Elire's Managed Services support is assisting the company along its roadmap for IT optimization and innovation. To prepare for the future and ensure that Lockton's business needs are being fulfilled, Elire and Lockton have maintained a partnership that will involve consistent optimization of Lockton's HCM and FSCM applications. Elire works to deliver an HCM and FSCM PUM Image update each year for Lockton, as well as continues to assist with new functionality, day-to-day production support, and assisting Lockton with business process expertise and advisory.

**Lockton is just one of the many clients who have gained value from an Elire Managed Services partnership.** Our experienced Managed Services team works to help design and plan for business process and IT software changes, easing the complexity and cost of your changing organizational needs. Business processes are always changing, but a trusted MSP team acts as an insurance policy against potential pitfalls, creating more stability and productivity for your organization. Elire's Managed Services allow you to leverage flexibility and cost savings to power your application's full potential with a team you can trust.

Elire's Managed Services is a suite of IT consulting services tailored to our client's needs which can be as simple as on-demand staff augmentation, to robust full-time production engagement. These services are on demand and scalable as we understand not everyone needs 40 hours per week for consulting services.

Backed by over 20 years of PeopleSoft, Oracle EBS, Oracle Cloud, and Kyriba experience, Elire's Managed Services Practice offers a comprehensive suite to address your end-to-end application management and maintenance needs.





**BRIAN PETERSON**

Managed Services Center of Excellence Lead

Mr. Peterson serves as Elire’s Managed Services Center of Excellence Lead, delivering continued application support and infrastructure services for Elire’s valued Clients. Brian has 20+ years of ERP Technical expertise his team utilizes to streamline application support and extend the application value for on-premise and cloud applications.



**SUMMER ERICSON**

Marketing Associate

Ms. Ericson serves as Elire’s Marketing Associate, supporting Elire’s digital marketing efforts. Summer collaborates with the Elire Marketing Team to develop engaging and educational content that delivers value to the lifecycle of Elire partners and their applications.



**ELIRE’S MANAGED SERVICES**

The work isn’t done once you go-live. Leave your maintenance and enhancements to your Trusted Advisor.

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Leverage the flexibility and cost savings to enjoy your application’s full potential with a familiar team you can trust.



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