CAPABILITY STATEMENT

Hannaware LLC | PeopleSoft, Oracle Database & Cloud Infrastructure Services

Connecticut, USA | (860) 255-4302 | luis.burgoa@hannaware.com | hannaware.com | Remote delivery nationwide

COMPANY OVERVIEW

Hannaware LLC is a Connecticut small business that keeps enterprise ERP and database platforms secure, current and available. Led by a principal with 16+ years in PeopleSoft and Oracle infrastructure and 15 full life-cycle PeopleSoft implementations and upgrades, Hannaware delivers PeopleTools upgrades, database administration, cloud migrations and automation for higher education, healthcare, financial services and government clients, delivered remotely.

CORE COMPETENCIES

PeopleSoft Administration & Upgrades

- PeopleTools upgrades 8.55 through 8.62; PUM image updates; DPK builds; Change Assistant
- HCM/HRMS, FSCM, Campus Solutions, CRM, EPM, ELM, Interaction Hub
- WebLogic, Tuxedo/app server and JVM tuning; Integration Broker; environment refreshes with data masking
- Environment assessments, roadmaps and backlog execution

Database Administration

- Oracle 12c/19c, RAC, Exadata, ASM; Oracle GoldenGate disaster-recovery replication
- Microsoft SQL Server with Always On availability groups
- IBM DB2 LUW and DB2 for z/OS; database migrations, tuning and security patching (CPU/CSPU)

Cloud & Automation

- Oracle Cloud Infrastructure (OCI) incl. PeopleSoft Cloud Manager; AWS; GCP
- Cloud migrations of ERP environments; Infrastructure as Code with Terraform and Ansible
- Jenkins CI/CD pipelines and automated patching, refreshes and start/stop; Python, Bash, PowerShell

DIFFERENTIATORS

- **Hands-on senior expertise:** the principal performs the work; no hand-offs to junior staff
- **Proven at scale:** led ERP infrastructure for one of the largest PeopleSoft implementations in the world, deploying and performance-testing 75 environments for up to 75,000 concurrent users
- **Compliance-ready:** production support under SOX controls; regulated healthcare and financial-services experience
- **Fast, low-risk cutovers:** parallel PeopleTools and PUM upgrades at go-live to minimize downtime
- **100% remote delivery**, including after-hours upgrade and patching windows