

Appendix A: Current Outsourced Support Services
Niagara Region

Application	Description	Supported Period	# of Users
PeopleSoft HCM	<ul style="list-style-type: none"> Core HR (Workforce Admin) Benefits Payroll Position Management Training Administration Competency Management Recruiting Seniority custom bolt-On Pension custom bolt-On Attendance management custom bolt-On Custom Ticklers (Accomplishments, Probation) Interfaces: Kronos, PeopleSoft Financials, Parklane, myINFO/myHR 	2004 - current	~160 Public: ~ 30,000+ recruiting applications annually
Kronos	<ul style="list-style-type: none"> Timekeeping Biometric Clocks (Seniors) Scheduling (Seniors) Accruals/Bank Balances Self Service (Seniors) Interfaces: PeopleSoft, MMS, myINFO/myHR 	2004 - current	~2,900
Reports and Analytics	<ul style="list-style-type: none"> HR Reporting OLAP tool for HR Analysis Interfaces: PeopleSoft and Kronos 	2014 - current	~170
Self-Serve portals	<ul style="list-style-type: none"> Employee & Manager Self Service (subscription-based, RMON and NRPS) HR Content Portal, including pay statements and schedules Interfaces: PeopleSoft and Kronos 	2013 - current	~5,500

City of St. Catharines

Application	Description	Supported Period	# of Users
Kronos	<ul style="list-style-type: none">• Timekeeping• Biometric Clocks• Scheduling• Accruals/Bank Balances• Self Service	2013 - current	~375