

The Client: Undisclosed State-Local Government Agency

Business Need:

The Client is a large municipality in the United States with an estimated population of more than 1.5M and more than \$500B revenue. It attracts about 50M domestic tourists and home to almost 100,000 commercial properties.

The client budgeted for the implementation and/or replacement of several critical information technology systems. While these systems represent a significant expense, they are also important investments in the client's infrastructure that are necessary for the client to operate efficiently and provide effective service delivery. These systems will allow the client to improve revenue collection processes, manage its financial functions more effectively, assess properties more efficiently, and manage employee time, attendance, and other crucial personnel data centrally.

Our Role:

Project Management, Change Management and Product Expertise during Assessment, RFP creation and Vendor Selection for the Finance, Supply Chain and Grants Management Solution.

Project Objectives:

The purpose of this project was to redesign the financial, grants, procurement, and supply chain business processes while leveraging leading practices-based functionality and technologies delivered through a market leading packaged software vendor solution. The project objectives were to:

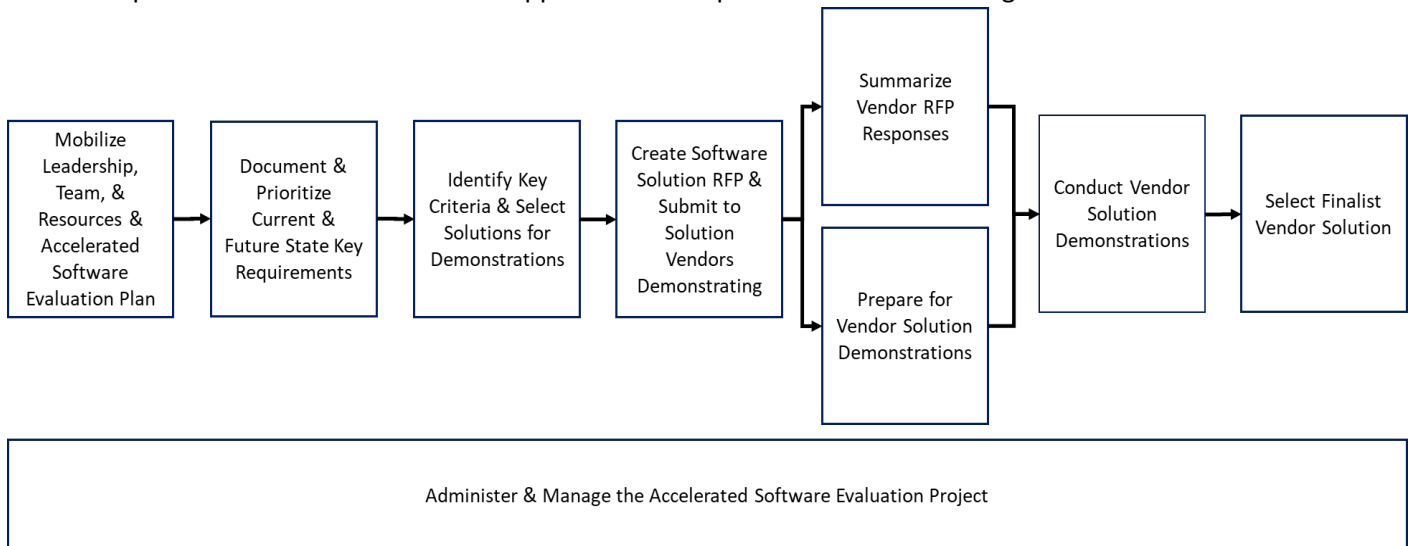
- ✓ Streamline business processes by removing redundant process steps, reducing reliance on paper-based, manually intensive processing hand-offs, eliminating unnecessary approvals, and implementing delivered vendor solution functionality, and technologies;
- ✓ Enhance data and process integrity by automating the exchange of information between related process steps through City-driven data model integration, reducing the redundant entry and storage of the same data in multiple standalone systems, and deploying procedures that strengthen internal controls and facilitate statutory and regulatory compliance;
- ✓ Improve timely access to information by providing users with the appropriate access to systems functionality to perform their job responsibilities, deploying flexible inquiry, reporting, and analytical tools to support decision-making, and delivering standard internal and external reports to be used across all agencies;
- ✓ Revise job responsibilities that align with the technology-enabled business processes, improved reporting capabilities, and enhanced internal controls;

- ✓ Rollout a comprehensive change management and communications approach that includes proactive agency and departmental leader and stakeholder project ownership, engagement, and involvement; execution of two-way, multi-channel ongoing project communications; delivery of a project and on-going end user business process and systems training and knowledge transfer curriculum; and a service-oriented post production help desk and application support structure;
- ✓ Implement an integrated and supported vendor software solution that provides leading practices-based functionality and technologies to meet the current needs, continues to provide ongoing, additional features and capabilities to meet future needs, replaces the current 30-year-old legacy systems with minimal disruption to processes and operations, and eliminates numerous standalone systems, spreadsheets, and databases used today;
- ✓ Consolidate various contract related websites by creating a single vendor portal;
- ✓ Validate the vendor solution selected and implemented aligns with the City’s technical architecture.

Our Solution:

iLynx performed a full assessment of its current Financials, Supply Chain, Grants Management and Budgeting business processes and systems to select an innovative solution and an infrastructure that compliments it. To address this challenge, iLynx conducted technology-related needs assessments, technology solution scoping, system/data integrations, process mapping, multi departmental/directional data flow, RFP preparation, vendor demo co-ordination, software evaluation, contract negotiations and shared its commitment to be responsible stewards of client’s resources.

The key to a successful ERP/EPM vendor selection is to find and select the vendor that best meets your needs. Our methodology leveraged our team’s extensive knowledge of the ERP/EPM market. Our approach included prioritizing and evaluating needs against vendor offerings and included creating a score card of key metrics such as cost, risk, software capabilities, and vendor services based upon vendor responses. Our Software selection approach and steps included the following:



Results:

A single platform for financials, grants management, treasury, and supply chain management solution integrated with a robust budgeting system to deliver optimized revenue recognition, effective pre- and post-award management, dashboard, workflow approval, mobile asset and inventory tracking, auto bank reconciliations, budget expenditure control, and real-time access to data.