

2018 TYLER PUBLIC SECTOR EXCELLENCE AWARD WINNERS



★ City of Lawrence, Indiana

The City Regains Trust and Efficiency with Cloud Hosting

The Challenge

In late 2015, it happened. After years of instability and problems that could be worked around or patched, the city's servers finally crashed and took with them three months of financial data.

As the city grappled with the challenges at hand — piecing together records, identifying root cause, and restoring business processes — the city's employees turned to paper documentation. “The city's neglect of its vital asset — its IT infrastructure — led to distrust and avoidance amongst city personnel. Paper forms were used for everything from personnel actions, printing hard copies of direct deposit statements for all employees, budget transfers, and budget requests as just a few examples,” recalled Jason Fenwick, controller and deputy mayor of the city of Lawrence.

This distrust made it increasingly difficult to take care of business. The city struggled to prepare financial statements as required by local ordinance and the utility service board. The city hired third-party contractors to support business processes such as annual benefits enrollment and budget preparation at a cost of hundreds of thousands of dollars a year.



Organization Profile

- Industry: City government
- Location: Lawrence, IN
- Employees: 263
- Years as a Tyler client: Since 2010
- Population: 48,000
- Tyler products: Tyler New World ERP™ as a SaaS solution
- Website: www.cityoflawrence.org
- Contact: Jason Fenwick, City Controller/Deputy Mayor

In Their Own Words:

“Migrating to the cloud can provide tremendous benefits to municipalities similar to ours by freeing up precious IT resources. Dollars for IT are typically one of the last budgetary priorities, yet one of the most important to an organization.”

— Jason Fenwick, city controller and deputy mayor, city of Lawrence, Indiana

The city needed to change their trajectory. They needed new servers, a more reliable way to manage their financial data, and to restore trust in their paperless business processes — and they needed these changes immediately.

The Solution

In January 2016, the incoming administration identified their top priority was to stabilize the city's IT environment. After evaluating the options available they decided to migrate their New World ERP data to the Tyler Technology cloud – a private, state-of-the art data center with built-in redundancy and dedicated technical support. This was a significant first step as it expanded the team that could handle data issues and it provided security for their data moving forward.

Over the next 12 months, the city and New World ERP staff transitioned their data to the Tyler cloud and began implementing new hosted solutions. With the Budget Transfer module, they restored trust in the process while eliminating a frequent source of paper. With the Personnel Action module they reduced the HR workload and eliminated yet another major paper source. With the eSuite platform, the city stopped printing pay stubs and successfully conducted open enrollment using New World and eliminated the use of a third-party vendor. With Business Analytics, they began producing citywide monthly financial reports to satisfy local ordinances.

And as they headed into the 2017 budget season, departments utilized the New World ERP to input the next year's budget request, providing them with more control over their budget and eliminating another source of paper. The city of Lawrence was back on track and had achieved the goal that they set only 12 months earlier.

Results

Transitioning their data to the cloud has transformed the city of Lawrence's business operations, saved money, and eliminated waste. “The culture has changed from resistance to embracing the change as we evolve with our ERP,” explains Fenwick. “Employees have taken more ownership of their budgets, have more access to information, and no longer have the same level of distrust in our technology. Transparency with our elected officials and citizens has never been greater.”

Personnel embraced the electronic workflow which saved time and reduced paper used. Fenwick estimates, “We eliminated in excess of 20,000 annual paper print jobs by implementing several HR and finance modules.” And the city reduced its reliance on third-party contractors. Overall, they estimate that these changes have helped them saved at least \$150,000 annually.



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