

SAP Customer Success Story Public Sector



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Cory Casazza, WINnet Service Center Manager, Washoe County, Nevada

AT A GLANCE

Summary

Washoe County, Nev. is home to nearly 380,000 people, has an operating budget of \$615 million, and employs nearly 3,000 people. To streamline its operations and improve its constituent services, the county chose the SAP for Public Sector solution portfolio and the mySAP[®] Business Suite family of business solutions, replacing its legacy systems with a single, integrated platform.

Web Site

www.washoecounty.us

Key Challenges

- Replace more than 20 legacy systems with a single, integrated platform
- Improve cross-department communication
- Enable online payments

Project Objectives

- Improve employee self-service
- Invest in an enterprise solution that benefits county personnel and constituents
- Implement e-government capabilities

Solutions and Services

- mySAP Business Suite solutions
- mySAP ERP solution, including mySAP ERP Financials and mySAP ERP Human Capital Management
- SAP[®] Employee Self-Service application
- SAP for Public Sector solution portfolio, including SAP Public Sector Collection and Disbursement application

Why SAP Solutions

- Offered single platform
- Allowed subsequent upgrades to system

Implementation Highlights

- First U.S. customer to go live with the commitment processor for the position budgeting and control functionality within SAP for Public Sector, which enables customers to monitor personnel spending within the framework of budgetary policy
- 3 successful go-lives completed on time and within budget
- Phased approach

Key Benefits

- Seamlessly integrated processes for financials and human capital management
- Promoted financial forecasting
- Enabled e-government
- Improved employee self-service
- Facilitated online bill payment

Implementation Partner

Ariston Consulting & Technologies Inc.

Existing Environment

Legacy systems

Database

Oracle 9.2

Hardware

Sun and Dell

Operating System

Sun Solaris and Microsoft Windows

WASHOE COUNTY, NEVADA

SAP[®] Solutions Help a County Streamline Its Business Processes and Improve Constituent Services

"We want to continue to roll out new functionality in SAP solutions. It wasn't just that we replaced our payroll, financials, and human resources system – we are looking to continually add modules," says Cory Casazza, the WINnet service center manager for Washoe County, Nev. "The [SAP] single platform gives us the foundation so we can expand more processes in the county to that one system."

A midsize county, Washoe is located along the eastern slopes of the Sierra Nevada mountains in western Nevada. With the county seat located in Reno, the third largest city in the state, Washoe County is home to nearly 380,000 people, has an operating budget of \$615 million, and employs nearly 3,000 people.

Standardization, Consolidation, and Focus

Washoe County was in need of standardization. With more than 20 legacy systems that were 10 to 12 years old, the county was continually upgrading to stay in line with current technology. The expense of maintaining these systems was significant, and their lack of integration made cross-department communication difficult. The county decided it wanted to streamline its internal business processes, enable better data sharing across departments, and improve services to its constituents. The next step was to decide how to do it.



With very strong support from upper-level management and its executive committee, Washoe County decided it liked SAP® enterprise-wide solutions and the benefits they would bring the

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county. Casazza says that the county liked the focus on storing data once. “Employee names were stored in four or five different databases, addresses were stored in different formats and in different places,” Casazza says, referring to the county’s legacy systems. Another strong selling point, according to Casazza, was that “counties, cities, and state governments have to replace their systems every five years or so. With SAP software, Washoe County now has a foundation that it can upgrade.”

Ultimately, Washoe County implemented the SAP for Public Sector solution portfolio and the mySAP™ Business Suite family of business solutions for financials, logistics, human resources, payroll, budget, utilities, and employee self-service.

On-Time, Within-Budget Implementation

Washoe County partnered with San Diego-based Ariston Consulting & Technologies Inc. to help with the implementation. The county and Ariston took a three-phase approach to the implementation, rolling out financials and logistics in nine months, followed by human resources and payroll, and ending with a seven-month implementation of utility billing. Yannis Vlachos, Ariston’s chief executive officer, helped keep the implementations rolling out on time and within budget. Vlachos states, “We got extensive support from SAP. They were really committed to helping us out with every issue we encountered.”

In all, Washoe County had 23 systems that were converted to the main SAP system. “It cost the county \$15,000 to \$20,000 a year to maintain each system interface,” Casazza says. “With 20 fewer interfaces to maintain, we can make better use of our resources.”

Improved Internal and External Processes

In choosing SAP solutions, Washoe County gained the inside-out and outside-in benefits it was looking for: streamlined internal processes and improved constituent services. Casazza says that internal communications have improved. “Every department in the county is running on SAP software and every employee enters his or her time through an SAP interface. We probably have four times the number of users on our SAP system than we had on the legacy systems.”

One of Washoe County’s goals for the project is to implement the backbone of an e-government system that would improve services for constituents. A common pain point for the county in the past

was its inability to take any form of online or recurring payment, such as credit cards. Casazza explains that the e-government capabilities provided by SAP software impact the water resources department in particular. "Every two weeks the water resources department rolled out a bunch of trucks to shut off water [for nonpayment of bills]. A day later, people would come in and pay their water bills, and the trucks would have to roll out again to turn the water back on. Now, a high percentage of those people call in and use a credit card to pay their bill."

Forecasting into the Future

Washoe County was the first U.S. customer to go live with position budgeting and control (PBC), a function of SAP for Public Sector that enables public organizations to fully integrate management of budgeting and control for both human resources and finance.

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Casazza explains that the primary benefit of PBC is its forecasting ability. "PBC actually projects salary costs, pay period by pay period, into the future so we know what our anticipated costs are going to be a year from now. We can do what-if scenarios by plugging in

different costs of living to see what the net impact is going to be down the road. In the past, we really didn't have any forecasting ability, and we had to stick with the budget we had for that year." Now the county's salary department is able to take the budget savings and redirect them toward projects of a higher importance. "PBC increases the value of where we spend our money, and it allows us to put our money in some high-impact places," says Casazza.

Washoe County has a platform for its future and is planning to continuously upgrade its system. "Most of our technology investments in the past have always been five-year to seven-year investments," says Casazza. "We look at SAP software as a 30-year investment."

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