PANORAMA CONSULTING GROUP

THE 2022 TOP 10

Government ERP Systems Report

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Introduction

Whether your organization is a city, state, water district, or tribe, the past two years have probably been all about reacting quickly and making the most of a limited budget.

Maybe your organization has considered implementing technology with real-time data capabilities so you can efficiently and effectively meet citizens' expectations. If you see a technology implementation in your future, this report is for you. Whether you're trying to optimize your efforts around sustainability, infrastructure, or economic growth, the ERP systems included in this report can help you get there.

However, technology alone can't move mountains. You also need to design processes that close the gap between data and decision making, and you need a workforce that knows how to use data insights to improve citizen outcomes.

With this in mind, we've not only outlined ten ERP systems to consider but we've gathered selection and implementation advice from our experts and outlined the most actionable points.

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2022 TOP 10

Government ERP Systems

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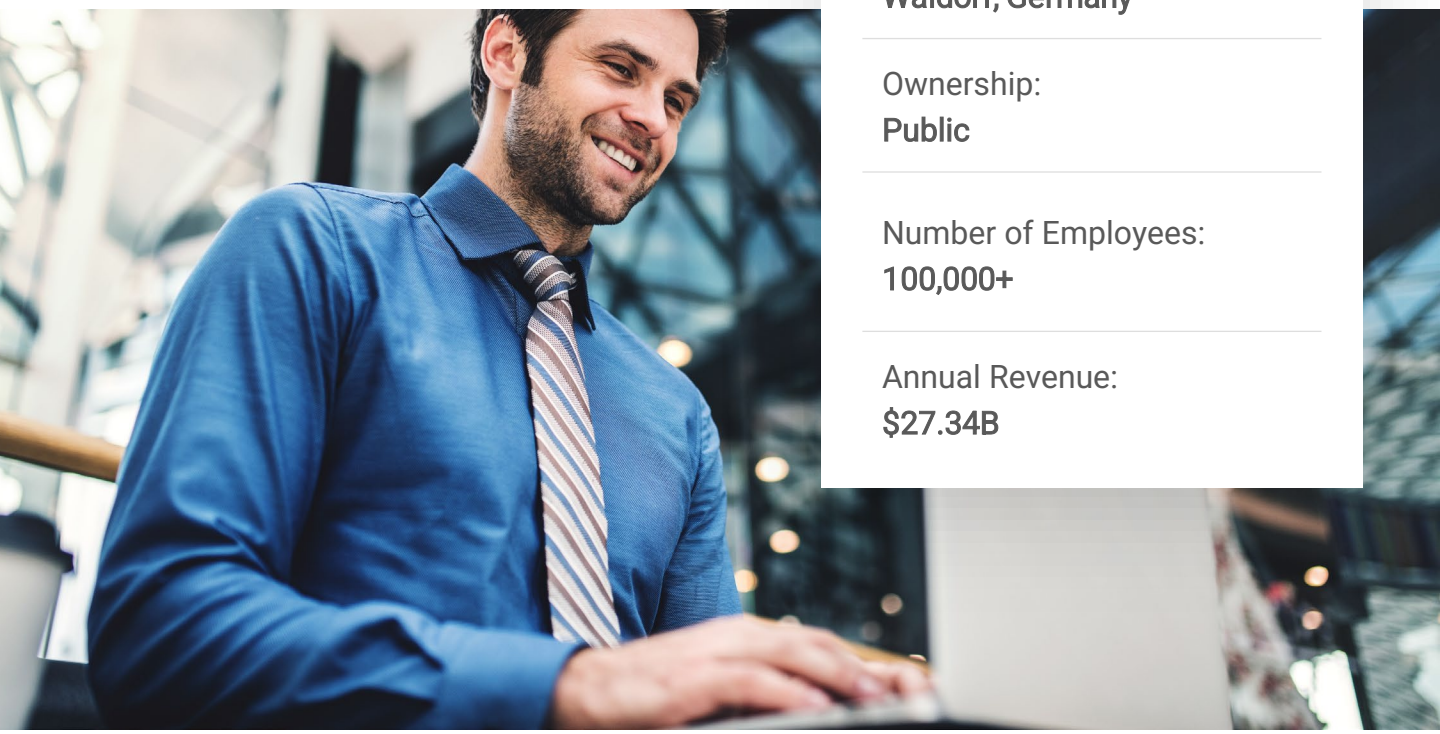
Quick Facts:

Headquarters:
Waldorf, Germany

Ownership:
Public

Number of Employees:
100,000+

Annual Revenue:
$27.34B



SAP S/4HANA is an integrated ERP and HRM solution with public sector functionality deployable in a secure, non-proprietary public or private cloud or in a hybrid environment.

SAP S/4HANA

- Runs on SAP HANA, an in-memory intelligent database that provides real-time processing speeds and a simplified data model
- Includes public sector procurement, spend management, and budgeting functionality enhanced by AI/ML, robotic process automation, and IoT
- Includes a Universal Journal that ensures 'in the moment' data with no need for reconciliations or batch jobs
- Features predictive analytics tied directly into SAP products and their shared underlying datastore
- Enables integration and extensibility of all SAP and third-party applications through SAP's Business Technology Platform

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ORACLE

Oracle Cloud for the public sector includes solutions for federal, state and local, healthcare, national security and higher education.

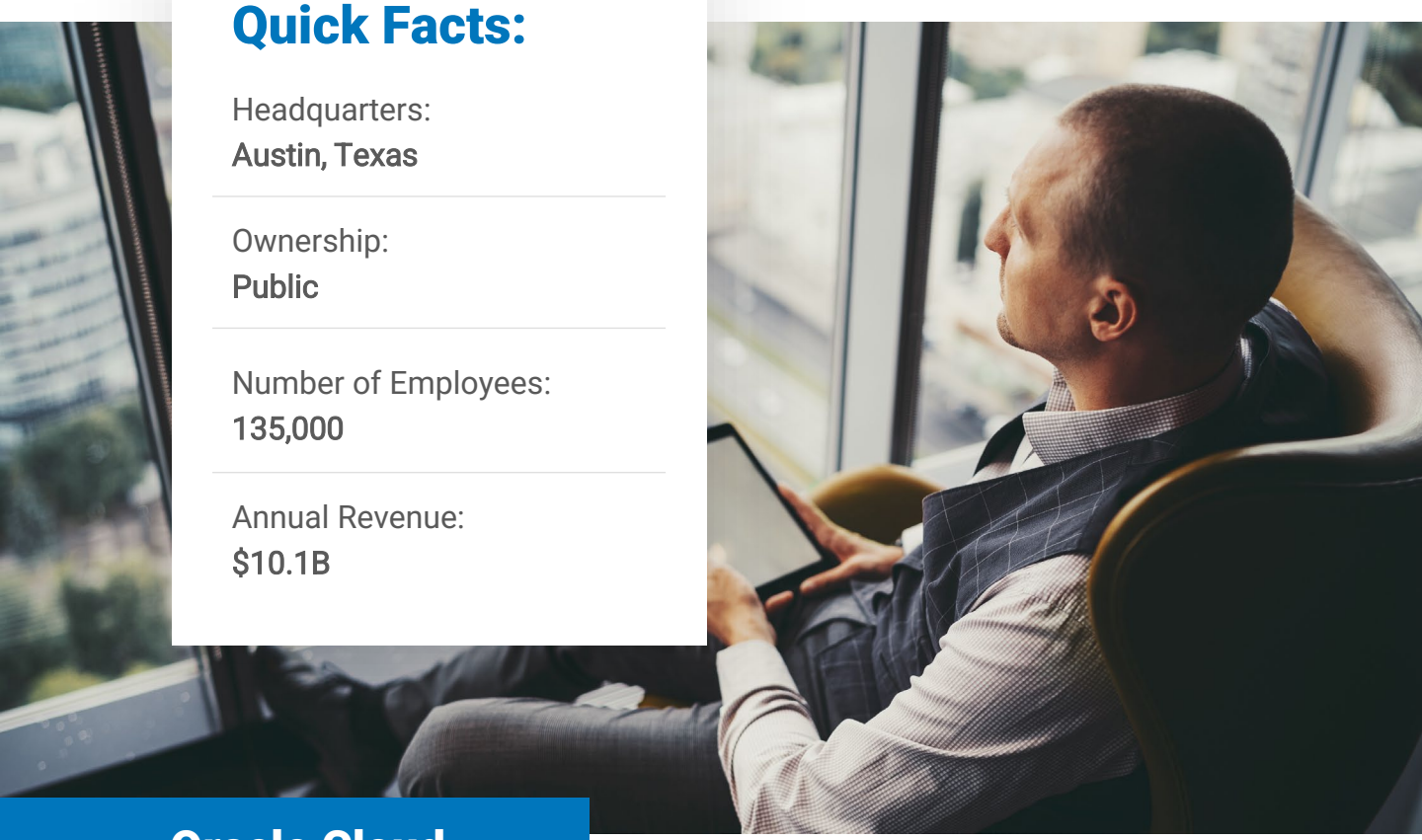
Quick Facts:

Headquarters:
Austin, Texas

Ownership:
Public

Number of Employees:
135,000

Annual Revenue:
$10.1B



Oracle Cloud

- Enables citizen services leveraging AI, machine learning, and other emerging technologies
- Includes all compliance accreditations, including FedRAMP
- Provides a variety of cloud choices, including public cloud, cloud at customer, and on-premises
- Employs a multi-layered security strategy that relies on dedicated cloud regions isolated from commercial customers
- Enables you to scan for blank fields in forms and correct errors without human aid

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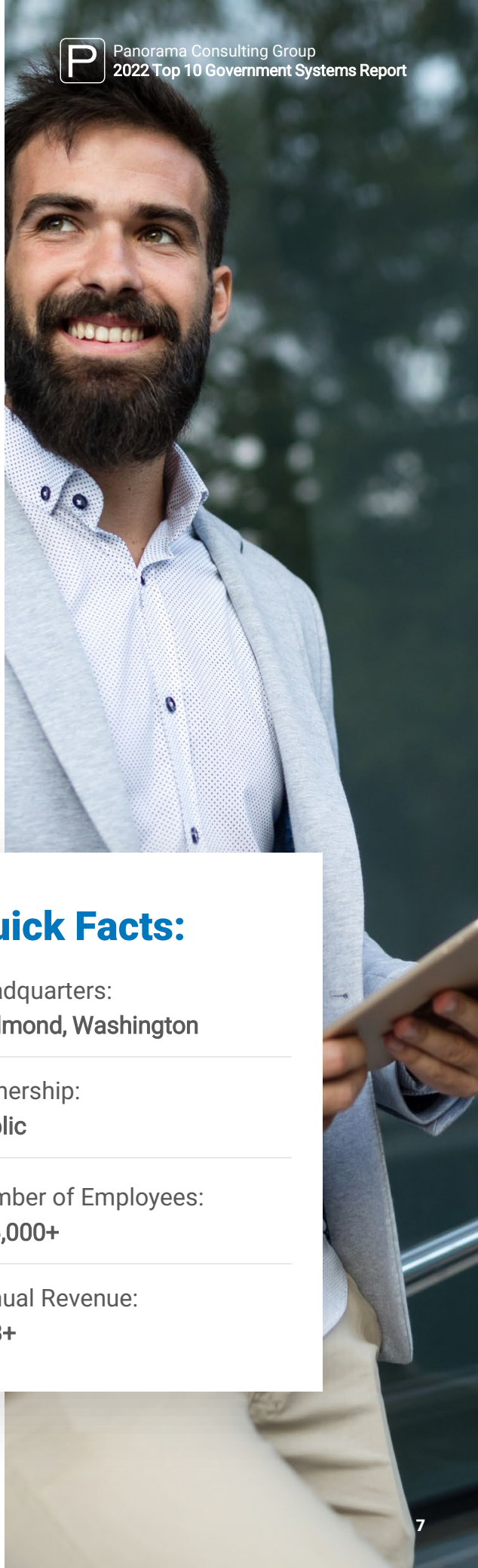
Microsoft

Microsoft Dynamics 365 for Finance includes financial management and ERP functionality. It is available both on-premise and on Azure in a government-compliant cloud with FedRAMP Accreditation.

D365 Finance

- Includes end-to-end financial management with public sector features such as GL, AP, AR, fixed assets, cash & bank, budget with apportionments and commitments, audit, fund accounting, vendor compliance, collaboration portal, asset leasing, and subscription billing
- Includes features of an end-to-end ERP solution, such as procurement and sourcing, inventory management, warehouse management, products lifecycle management, manufacturing, costing, enterprise assets management, project management and accounting, and human resource management
- Provides citizen-engagement solutions, including eCommerce, customer service, field service, and citizen portals
- Provides AI-Infused automation across the solution, including intelligent budget proposal, cash flow forecasting, etc.
- Includes role-based security, encryption, and single-sign-on



Quick Facts:

Headquarters:
Redmond, Washington

Ownership:
Public

Number of Employees:
166,000+

Annual Revenue:
$3B+

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Quick Facts:

Headquarters:
New York, New York

Ownership:
Private

Number of Employees:
17,000

Annual Revenue:
$3.2B

Infor Public Sector connects government customers, constituents, workforce, and tools in a centralized ecosystem. The solution drives integrations with legacy and third-party applications.

Infor Public Sector

- Offers a true, multi-tenant public sector platform running in commercial or FedRAMP authorized cloud with mobility and self-service
- Provides functionality for financials; procurement; grants and projects; supply management; human capital management; time & attendance; payroll; employee acquisition, development, and retention; workforce scheduling; licensing and permitting; code enforcement; asset management; utility billing; and citizen portals
- Offers custodial account management; vendor offsets; front-end/back-end splits for grants accounting; cash application automation by agency/organization and fund; p-card and strategic sourcing; teacher/employment contracts; and more
- Leverages a common Enterprise Application Platform (EAP) supporting all business applications by providing no-code/low-code extensions and connectivity between business processes with artificial intelligence
- Includes embedded governance, risk, and compliance to enforce all activities within the platform, including compliant provisioning, segregation of duties, attestation, fraud/error identification and remediation, configuration monitoring, and more

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Tyler Technologies provides ERP solutions designed exclusively for the public sector, each available as a cloud-based deployment. Tyler's ERP clients range from small to large cities and counties to special districts, authorities, and school districts.

Enterprise ERP, powered by Munis®

- Built specifically for mid-to-large-sized local governments and K-12 districts
- Automates and streamlines accounting, budgeting, procurement, HR, and revenue management processes
- Includes built-in reporting and analytics, automated workflows, community access portals, and integrated cashiering/electronic payment capabilities
- Provides functionality to connect back-office processes across all departments, whether in the office or in the field
- Offers options for add-on applications, such as community engagement via mobile apps, asset management, permitting and licensing, content management, and time & attendance tracking

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ERP Pro, powered by Incode®

- Built to address the accounting, human resources, utility, and citizen engagement needs of small-to-mid-sized local government organizations
- Provides a flexible, modular approach, allowing you to tailor the system to your organization's unique needs
- Includes role-based dashboards, at-a-glance monitoring of KPIs, and export capabilities for deeper analysis of financial data
- Enables online submissions and payments, mobile functionality and routing, and automated data sync between the field and the back office

Quick Facts:

Headquarters:
Plano, Texas

Ownership:
Public

Number of Employees:
6,600

Annual Revenue:
$1.6B

School ERP Pro, powered by Infinite Visions®

- Built specifically for K-12 districts
- Includes functionality for the management of finances, HR/payroll, purchasing, fixed assets, and reporting
- Includes customizable, automated workflows, role-based dashboards, proactive alerts, and on-demand access to data
- Offers the option for add-on applications for HR, including paperless employee onboarding, applicant tracking, and absence and substitute management for K-12
- Automates workflows and analytics with customizable KPIs
- Provides on-demand access to information to reduce manual data entry

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Quick Facts:

Headquarters:
Herndon, Virginia

Ownership:
Deltek is a subsidiary of a publicly-traded company, Roper Technologies

Number of Employees:
3,100

Deltek

Deltek Costpoint is project accounting and resource planning software built for government contractors. Scalable for organizations of all sizes, Costpoint is an all-in-one cloud solution.

Deltek Costpoint

- Provides built-in controls to implement FAR/CAS compliant processes for segregating and allocating project costs
- Offers DCAA compliant time & expense tracking that aligns with work break-down structures
- Includes integrated, bid-to-invoice functionality for the entire project lifecycle
- Provides an integrated CRM with pipeline intelligence and lead & activity tracking
- Features voice recognition, Smart AI, a mobile app with ICR, and integrated source-to-pay capabilities
- Includes integrated HCM functionality
- Provides a secure cloud environment with FedRAMP equivalent and NIST-800 controls to support CMMC and the handling of federal contract information, controlled unclassified info, and more sensitive CUI data-types
- Delivers business intelligence at every project phase and level, including preconfigured dashboards specifically designed for government contractors

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UNIT4
In business for people.

Quick Facts:

Headquarters:
Delray Beach, Florida

Ownership:
Private

Number of Employees:
3,500

Unit4 offers an integrated ERP suite built upon the Microsoft Azure platform. The public-cloud, intelligent ERP solution is designed for mid-size provincial, local, and state governments, as well as K-12 districts/boards.

Unit4

- Includes integrated financials, financial planning & analysis, procurement, project management, HCM, payroll, and analytics
- Provides a low/no-code environment that can extend to connect to partner and third-party solutions
- Includes a natural language digital assistant to assist with task completion
- Features mobile accessibility with the ability to build mini applications
- Includes public sector-specific functionality, including configuration options that are pre-defined and supported by standardized templates and migration tools
- Includes pre-packaged integrations with common third-party apps to deliver cross application workflows, including machine learning automation
- Provides public sector-specific analytics and reporting with real-time insights to support statutory requirements

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HARRIS

Quick Facts:

Headquarters:
Ottawa, Ontario

Ownership:
Private

Year Founded:
1976

Harris provides utility, public sector, school, and healthcare software solutions to customers across North America. Its CitySuite solution is a web-based ERP solution for local government and utilities.

CitySuite

- Includes a Citizen Access Portal that supports self-service
- Is built based on Harris' legacy Innoprise ERP and components from their acquired products
- Includes applications for financials, HR/payroll, community development, citizen access, tax utility billing, and work management
- Can be implemented as a full solution or as individual modules to augment existing solutions
- Offers perpetual licensing for an unlimited number of users
- Offers a traditional SaaS model and a local cloud option

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Workday delivers enterprise management cloud technology for financials, spend, HR, payroll, grants, budgeting, planning, and analytics to organizations of all types and sizes, including public sector organizations. Workday applications are natively built for cloud delivery.

Quick Facts:

Headquarters:
Pleasanton, California

Ownership:
Public

Number of Employees:
15,200

Annual Revenue: **$5.14B**

Workday

- Provides a single system for HR and finance with a flexible business process framework
- Includes built-in analytics and reporting, eliminating the need for third-party reporting tools
- Allows business/functional users to configure core business processes with minimal IT support
- Provides a single security model, always-on audit, and automated compliance controls
- Allows you to model multiple scenarios with unlimited versions for budgeting and workforce planning
- Features a mobile-first design with self-service functionality
- Enables skills-based talent insight, development, and engagement with personalized learning content curated by machine learning

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BS&A SOFTWARE

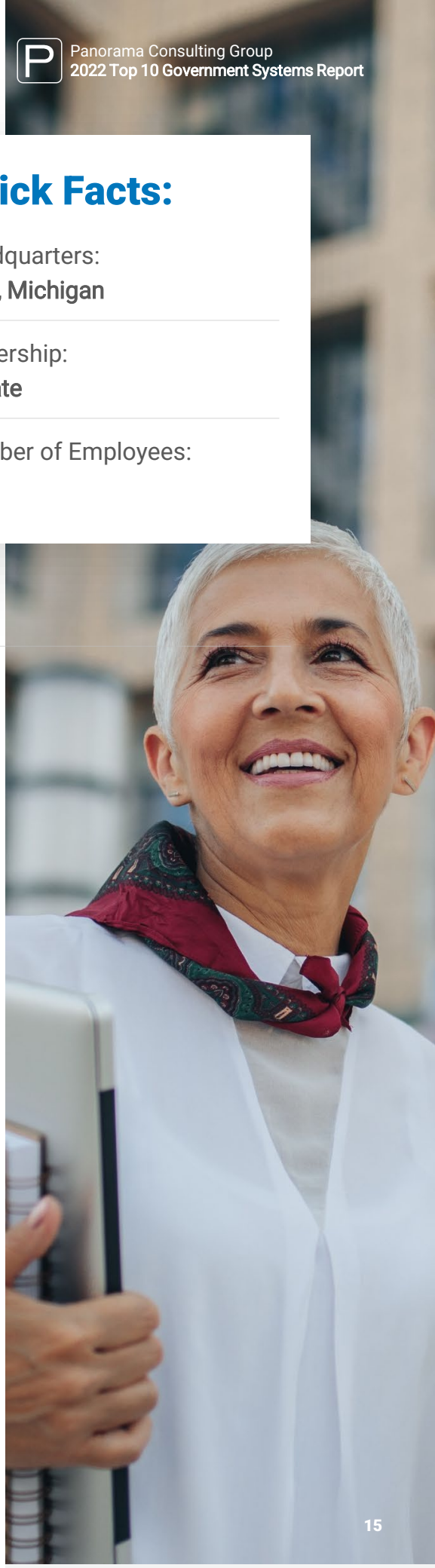
BS&A Software is a niche vendor that exclusively focuses on designing and building solutions for local government agencies.

Quick Facts:

Headquarters:
Bath, Michigan

Ownership:
Private

Number of Employees:
150



BS&A Software

- Provides functionality for financial management, human resources management, utilities management, community development, and tax assessment
- Includes a general ledger module that addresses the specific needs of GASB reporting
- Includes payroll functionality that allows you to access hours from BS&A's Cloud-Based Timesheets or from third-party software
- Provides cloud-based and on-premise options
- Allows for complete integration with Microsoft Office Applications (BS&A is a Microsoft Certified Gold Partner)
- Offers many edge products to extend its core application or augment other core products

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ERP Selection & Implementation Advice

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1. Obtain Executive Buy-In

Public sector IT budgets are often limited by competing needs, so it can be difficult to obtain funding approval for an ERP project.

This is why it's essential to develop a business case that speaks to executives' needs. This business case should quantify the impact of pain points and show how addressing these pain points will lead to better service to citizens.

Executive buy-in is also critical when it comes to allocating adequate resources to your project. Many organizations have limited internal resources to dedicate to ERP projects, but there are ways around these limitations. If executives see that the need is great enough, they will strategize ways to assign internal resources to full-time IT roles and other important roles, like subject matter experts.

2. Consider More Than Just Immediate Needs

There are many reasons that public sector organizations implement ERP systems. Often, they are trying to resolve challenges such as:

- Outdated legacy systems
- Network and data security concerns
- Complicated procurement and bidding processes
- Staffing shortages
- Tightening budget constraints

In addition to considering your immediate challenges and needs, you should consider your long-term goals when evaluating software. We recommend working with executives and stakeholders across departments to determine these goals and achieve strategic alignment before software selection. With alignment, you can more effectively gather ERP requirements and evaluate software functionality.

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3. Prepare Employees for Organizational Change

Preparing employees for change entails understanding change impacts, communicating personalized benefits, and using various other change management techniques to mitigate change resistance.

There are many reasons why public sector employees are often hesitant to adopt new ERP solutions:

- Long-standing employee tenures
- Dedication to outdated legacy systems
- Familiarity with current business practices
- Lack of incentive to embrace the new technology

With the right change management approach, you can overcome these challenges and equip employees with the skills to make data-driven decisions regarding natural disaster response, job creation, connectivity, and more.

4. Avoid Fixed-Cost Contracts When Possible

When you enter into a fixed-cost contract, you agree to pay a set amount for the implementation, instead of paying based on time and materials.

In a fixed-cost contract, the systems integrator defines which deliverables fall within this scope and which will be your team's responsibility. While this sounds straightforward, many organizations fail to accurately assess their team's availability and skillsets. Most of the time, employees lack the experience and bandwidth to complete their assigned duties.

Another drawback of fixed-cost contracts is they sometimes incentivize the systems integrator to cut corners because they're going to make more money if they can use fewer hours than they estimated.

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Conclusion

Public sector organizations are struggling to meet the demands of a growing constituent base. The connectivity and data capabilities of today's ERP software are designed to help these organizations increase the value they provide citizens.

However, organizations also must design processes that enable employees to act on data insights. Only then can organizations meet citizens' expectations around transportation, public safety, equity, and more.

Panorama's ERP consultants are experienced in helping states, cities, tribal governments, and federal governments select technology and design processes that promote a sustainable economic and social environment. Contact us to learn more about the systems in this report and learn about our approach to ERP selection.

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About Panorama Consulting Group

Panorama Consulting Group is an independent, niche consulting firm specializing in business transformation and ERP system implementations for mid- to large-sized private- and public-sector organizations worldwide. One-hundred percent technology agnostic and independent of vendor affiliation, Panorama offers a phased, top-down strategic alignment approach and a bottom-up tactical approach, enabling each client to achieve its unique business transformation objectives by transforming its people, processes and technology.

Panorama's Services

(click to learn more)

- ERP Selection
- ERP Implementation
- ERP Contract Negotiation
- ERP University
- Digital Strategy
- Technology Assessment
- Change Management
- Human Capital Management
- Business Process Management
- M&A Integration
- Turnaround Analysis
- Crisis Management
- Financial Restructuring
- Operational Restructuring
- Project Auditing & Recovery
- Software Expert Witness

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With an ERP Systems Expert Today!

FREE CONSULTATION

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