PANORAMA
CONSULTING GROUP

THE 2023 TOP 10

Government ERP Systems Report

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Introduction

Whether your organization is a city, state, water district, nonprofit organization or NGO, the past several years have probably been all about making the most of a limited budget and resources.

We have seen public sector organizations struggling to make informed decisions as employees attempt to navigate outdated software systems. These organizations want to make smart financial and operational decisions but lack the modern infrastructure and technology to deliver high-quality services to citizens, constituents, students, donors, or whomever they serve.

Our 2023 Top 10 Government ERP Systems Report provides an overview of some of the ERP vendors best suited for public sector organizations that want to be more data-driven. Our vendor-agnostic consultants identified these vendors based on which vendors they are most frequently asking for RFPs and demos for public sector clients. (Note: The order of listing is alphabetical and not based on ranking.)

The systems in this report will enable you to benefit from technologies, such as cloud computing, artificial intelligence (AI), and The Internet of Things (IoT). Cloud computing is already providing thousands of public sector organizations with secure and flexible access to data and applications. Generative AI is just beginning to help governments analyze greater amounts of citizen data and public feedback. IoT has been helping municipalities connect devices and sensors, providing real-time data on everything from traffic patterns to air quality.

These possibilities are within your reach, as well. Let's explore ten ERP vendors that could be a key piece of this puzzle.

2023 TOP 10

Government ERP Systems

Deltek

Quick Facts:

Headquarters:
Herndon, Virginia

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

Number of Employees:
3,400

Deltek is a global provider of enterprise software and information solutions for project-based businesses. The vendor has solutions suitable for governments and government contractors. The features and functionality of these solutions are discussed below.

▶ Helps government contractors meet complex government regulations and handle end-to-end business processes

▶ Provides advanced financial management capabilities, including accounting, budgeting, and forecasting tools with built-in compliance controls and automation

▶ Features voice recognition, Smart AI, a mobile app with intelligent character recognition (ICR), and integrated source-to-pay capabilities

▶ Provides an integrated project management tool with time and expense tracking, resource and customer relationship management, and project performance monitoring

▶ Delivers business intelligence at every project phase and level via preconfigured dashboards specifically designed for governments and organizations

▶ Offers secure cloud hosting options that meet the most stringent government compliance requirements, including NIST 800-171, CMMC, ITAR, and FedRAMP controls

▶ Includes a market intelligence platform that helps contractors identify leads using analyst-backed insights across the U.S. and Canadian public sectors

▶ Provides detailed government agency profiles for identifying trends, competitors, and potential teaming partners in a centralized platform

edmunds
GovTech

Quick Facts:

Headquarters:
Northfield, New Jersey

Ownership:
Private

Founded:
1972

Edmunds GovTech provides a range of solutions for government agencies at the local level. The vendor's solutions are designed to help agencies manage public finances, automate operations, analyze data, and more. The features and functionality of these solutions are discussed below.

▶ Allows unlimited rate schedules as well as the option to add an unlimited number of funds or attachments

▶ Includes functionality for automating requisitions and approvals, while allowing a customizable approval process so each department can manage their own finances

▶ Streamlines utility services by allowing organizations to analyze data integrated from their meter software, parcel data, financial software, inventory module, work orders, and more

▶ Includes a permitting and enforcement solution that allows for mapping integration with Google and other GIS applications

▶ Allows residents to submit requests and raise issues through a self-service portal

▶ Provides revenue collection and revenue management solutions that automate clerk licensing, business licensing, animal licensing, and more in an integrated workspace

HARRIS

Quick Facts:

Headquarters:
Ottawa, Ontario

Ownership:
Private

Number of Employees:
12,000+

Year Founded:
1976

[Harris](#) provides utility, public sector, school, and healthcare software solutions to customers across North America. The functionality and notable features of its solutions are discussed below.

▶ Provides applications for financials, HR/payroll, community development, citizen access, tax utility billing, and work management

▶ Includes a Citizen Access Portal that allows self-service

▶ Provides integrated assessment and tax collection software suites to state and local governments

▶ Securely captures data and images of official records, vital records, and court documents

▶ Provides school financial solutions for human resource management, business intelligence, state-specific reporting, and more

▶ Provides functionality specifically for educational institutions, including predictive analytics and student management

▶ Assists schools with nutrition program management, school lunch payment processing, alternative income verification, and student engagement

infor
™

[Infor](#) Public Sector connects the government with its citizens, employees, and business partners in a secure Cloud SaaS offering. Infor has solutions for states; cities and counties; K-12 districts; water utilities; tribal nations; transportation departments; and federal civilian and defense agencies. The functionality of its various solutions is discussed below.

Quick Facts:

Headquarters:
New York, New York

Ownership:
Private

Number of Employees:
17,000

Annual Revenue:
$3.2B

▶ Offers a multi-tenant public sector platform running in AWS commercial or FedRAMP authorized cloud with mobility and self-service

▶ Provides functionality for financials, procurement, grants and projects, supply management, human capital management, time and attendance, payroll, employee talent acquisition, and more

▶ Embeds public sector capabilities for custodial accounts management, pooled cash with fund tracking and cash editing/offsets, fund accounting for asset purchased, front end splits for funding allocations from multiple sources, and more

▶ Allows integrations to third party solutions for budgeting, ACFR, cashiering, and treasury

▶ Allows no-code/low-code extensions

▶ Includes artificial intelligence (AI), machine learning (ML) and robotic process automation (RPA) focused on citizen services

Microsoft's enterprise software options for the public sector include a variety of solutions within its Dynamics 365 offering. These solutions are available both on-premise and on Azure in a government-compliant cloud with FedRAMP Accreditation. The functionality and notable features of its various solutions are discussed below.

▸ Serves a variety of government sectors, including critical infrastructure, public finance, public health and social services, as well as public safety and justice

▸ Provides citizen-engagement solutions, including eCommerce, customer service, field service, and citizen portals

▸ Includes role-based security, encryption, and single-sign-on

▸ Includes end-to-end financial management with functionality for fixed assets, cash & bank, audit, fund accounting, vendor compliance, collaboration portal, asset leasing, and more

▸ Includes AI capabilities, including intelligent budget proposal, cash flow forecasting, and more

▸ Provides advanced threat protection and PC and mobile device management, allowing employees to securely collaborate from any device
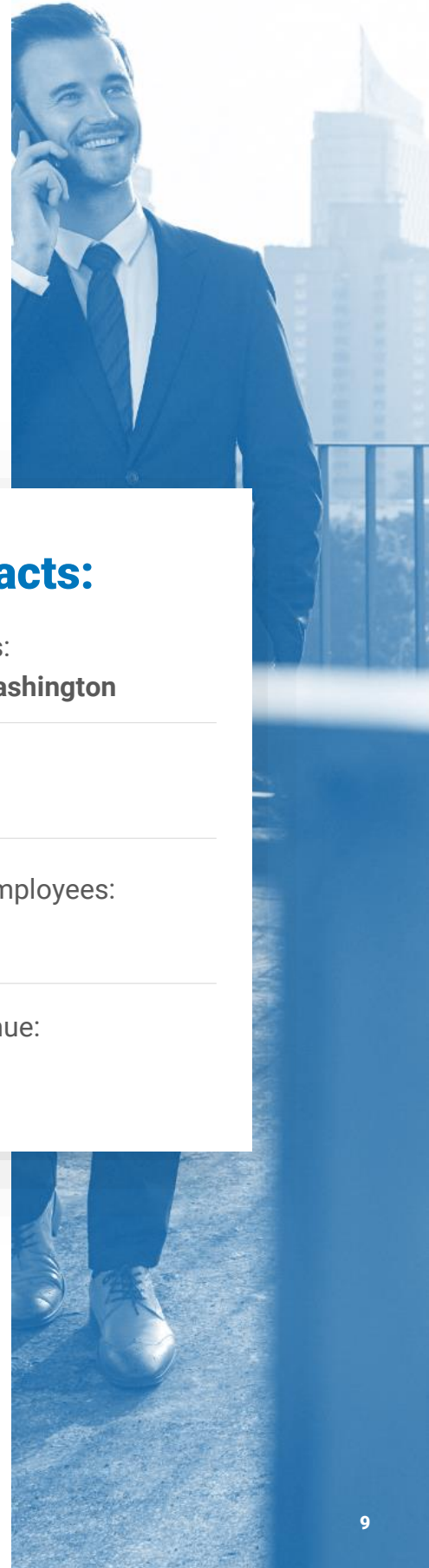
Quick Facts:

Headquarters:
Redmond, Washington

Ownership:
Public

Number of Employees:
~221,000

Annual Revenue:
$3B+

ORACLE

[Oracle](#) offers a comprehensive set of cloud options for public sector entities, including federal, state and local, healthcare, national security, and higher education. The functionality and notable features of its various solutions are discussed below.

Quick Facts:

Headquarters:
Austin, Texas

Ownership:
Public

Number of Employees:
160,000

Annual Revenue:
$46B

▸ Allows organizations to integrate structured and unstructured data that is siloed across different agencies

▸ Enables employees without any database experience to quickly deploy a data warehouse powered by machine learning

▸ Enables citizen engagement through digital self-service tools that include intelligent advice wizards, citizen portals, chatbots, and more

▸ Includes a multiorganizational case management platform for social workers

▸ Streamlines the end-to-end application process for government assistance programs

▸ Provides a cloud-based permitting and licensing system that enables self-service

sage

Sage is known for its integrated accounting, payroll, and payment systems. The vendor provides solutions for niche nonprofit industries, including community development organizations, human services organizations, educational nonprofit organizations, government and public benefit organizations, NGOs and more. The functionality of its various solutions is discussed below.

▶ Provides management and accounting software designed for nonprofits

▶ Includes comprehensive grant tracking and billing

▶ Provides cloud accounting software designed for government and public benefit organizations

▶ Includes real-time financial reports and dashboards that can be customized by role

▶ Automatically routes and tracks digital approval signoffs on transactions

▶ Features an open API that allows organizations to leverage data from donors, payroll, budgeting, CRMs like Salesforce, and others
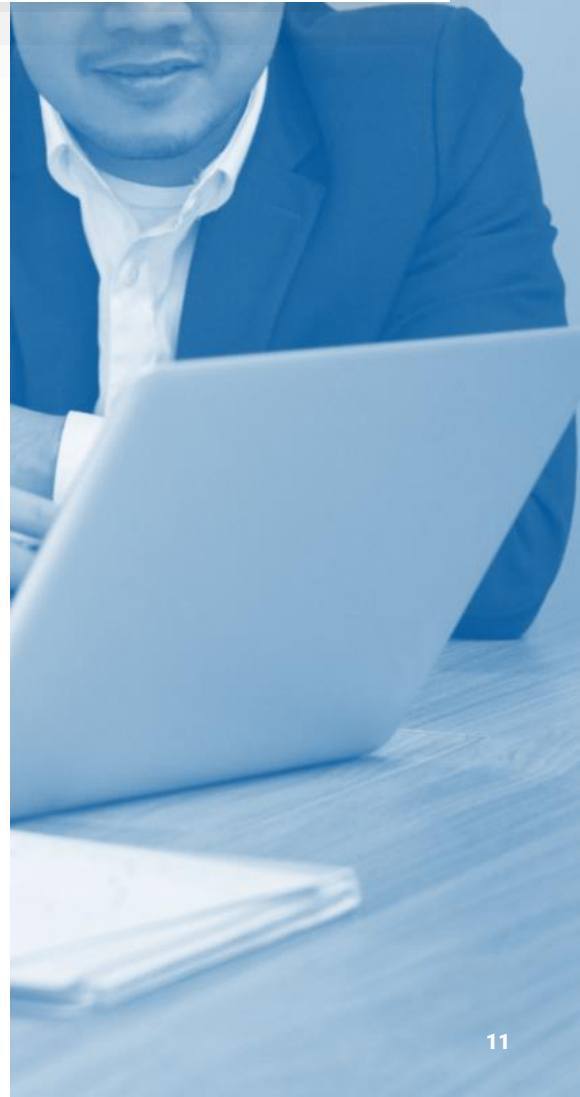
Quick Facts:

Headquarters:
Newcastle upon Tyne, England

Ownership:
Public

Number of Employees:
11,000+

Founded:
1981

Quick Facts:

Headquarters:
Waldorf, Germany

Ownership:
Public

Number of Employees:
100,000+

Annual Revenue:
$27.34B

SAP works with U.S. government agencies and defense contracts. The vendor provides solutions in the public cloud, private, and hybrid environments. The public sector functionality and notable features of its various solutions are discussed below.

▸ Includes a Universal Journal that provides a "single source of truth" and ensures in-the-moment data with no need for reconciliations or batch jobs

▸ Includes public sector procurement, spend management, and budgeting functionality enhanced by AI/ML, robotic process automation, and IoT to automate high-volume, labor-intensive processes

▸ Integrates public sector-specific best practices into standard functionality and enables configurations

▸ Includes integrated public sector features like grants and funds management and treasury management

▸ Features predictive analytics tied directly into SAP products and their shared underlying datastore

▸ Includes a role-based interface featuring embedded KPIs and a consistent user experience across any computer or mobile device

Quick Facts:

Headquarters:
Plano, Texas

Ownership:
Public

Number of Employees:
7,200

Annual Revenue:
$1.85B

Tyler Technologies provides ERP solutions designed exclusively for the public sector, each available as a cloud-based deployment. The solutions include functionality for cities, counties, special districts, authorities, and K-12 school districts. This functionality is discussed below.

▶ Automates and streamlines accounting, budgeting, procurement, HR, and revenue management processes

▶ Includes built-in reporting and analytics, automated workflow, community-access portals, and integrated cashiering and electronic payment

▶ Provides functionality to connect back-office processes across all departments, whether in the office or in the field

▶ Enables the management and reporting of financial data through role-based dashboards, at-a-glance monitoring of KPIs, and export capabilities

▶ Offers optional add-on applications, such as community engagement via mobile apps, asset management, permitting and licensing, content management, and time and attendance tracking

▶ Offers an optional schools add-on for absence and substitute management to optimize notifications, scheduling, and administration for staffing

workday®

Natively built for cloud delivery, [Workday](#) provides enterprise management cloud applications that help governments with human capital management as well as financial forecasting and budgeting. The functionality and notable features of its various solutions are discussed below.

Quick Facts:

Headquarters:
Pleasanton, California

Ownership:
Public

Number of Employees:
17,700

Annual Revenue:
$6.22B

▸ Provides a single system and flexible business process framework for HR, finance, payroll, grants, spend, and analytics

▸ Unifies data from across the organization as well as from third-party systems

▸ Embeds AI and machine learning natively into the foundation for touchless automation and anomaly detection

▸ Offers a single security model, built-in analytics and reporting, always-on audit, and automated compliance controls

▸ Provides reliable uptime, cybersecurity, and data encryption

▸ Leverages one mobile app across HR and finance

▸ Provides skills-based talent insight, development, and engagement with personalized learning content

5 Government Digital Transformation **Challenges**

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1. Data Silos

Many government organizations want to modernize but face more data challenges than they expected. When different departments and locations use different technology and processes for inputting and analyzing data, organizations end up with silos of unstandardized, unreliable data. We recommend integrating all your disparate systems or replacing them with an all-in-one ERP system.

2. Costing Challenges

There are two core costing issues that you must circumvent. The first is inconsistent software license pricing. Then, there's the issue of fixed-price contracts. It's easy to overestimate your team's abilities and underestimate how much the project will cost.

3. Change Resistance

Change is often perceived as frightening, especially to employees who've been working for your organization for years upon years. That's why change resistance is common in government digital transformations.

If you develop an organizational change management plan, you'll be able to mitigate change resistance. At the same time, you'll be able to encourage employees to endure temporary discomfort to eventually realize benefits that make their jobs easier.

4. Insufficient Digital Skills

When you assign employees to your ERP implementation project team, they must have the right skills. Essential skills include but are not limited to:

- Process improvement
- Cybersecurity
- Enterprise architecture
- Cloud data management
- Data analytics
- Digital customer experience

If one of these skillsets is missing, you'll have to find a trusted partner to fill in the gap.

It's also essential to improve the digital dexterity of your entire workforce, so they can expertly use the new software and you can avoid costly downtime.

5. Budget Overruns

There are three main reasons why government organizations often experience budget overruns when pursuing digital advances. These include:

- Siloed strategies and decision-making
- Inadequate planning
- Perceiving technology expenses as operational, not strategic

In addition to strategic alignment, your team also needs realistic expectations. If you anticipate the extent of your digital transformation efforts, you can secure an adequate budget before initiating the project.

Conclusion

By implementing the right technology, you can access real-time data and relevant insights to continuously improve your operations.

While selecting the right technology is essential, implementation planning is even more important. You will encounter many challenges along the way that are especially present in the public sector. From data privacy and security to political and regulatory factors, there are many risks to consider as you begin your ERP implementation. You will also encounter roadblocks such as changing priorities with new administrations or shifting regulations around data privacy or technology use.

If your organization is willing to put in the effort to carefully plan each step of the journey, you should not hesitate to implement modern technologies. Whether you want to explore the world of IoT and sensors or simply find a way to offer user-friendly online services, this report can be the launch point for your next organization-wide project.

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

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