PANORAMA
CONSULTING GROUP

THE 2024 TOP 10

Government ERP Systems Report

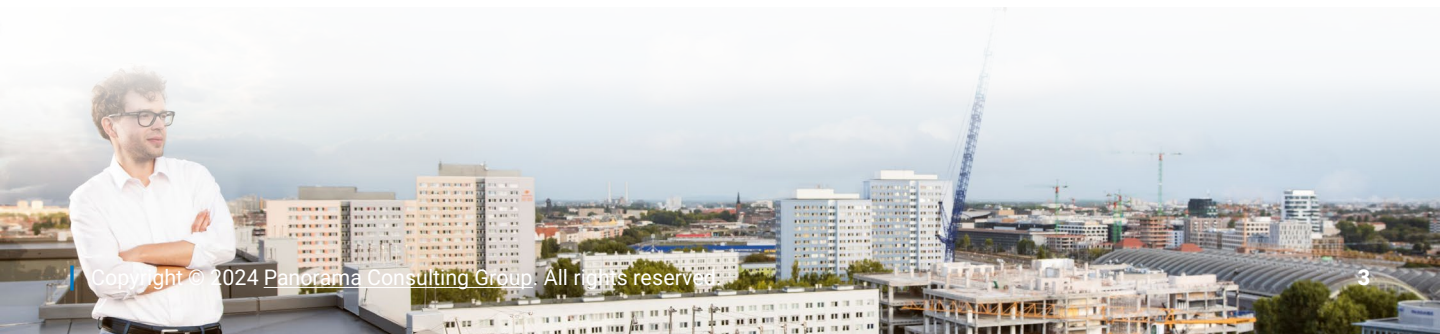# Table of Contents

Introduction

For years, government organizations have struggled with outdated infrastructure and strained budgets. While these organizations want to harness modern technology to make informed decisions, they often don't know where to start.

Are you at the helm of a city, state, water district, nonprofit organization, or NGO? If so, familiarizing your team with the enterprise software landscape is an ideal place to start.

The 2024 Top 10 Government ERP Systems Report discusses the latest ERP technology trends in the public sector. The featured systems leverage cloud computing, artificial intelligence (AI), the Internet of Things (IoT), and more.

Our ERP consultants have worked closely with a variety of vendors during software selection and implementation, so we've come to understand which vendors are delivering to the expectations of today's government organizations.

On the following pages, we've outlined some of the features and functionality of the systems that have propelled our government clients toward data-driven decision-making.

THE 2024 TOP 10

Government ERP Systems

Quick Facts

Headquarters:
New York, NY

Ownership:
Private

Founded:
2002

Infor Public Sector connects the government with its citizens, employees, and business partners in a secure, true multi-tenant Cloud SaaS offering. Infor has solutions designed specifically for states, cities/counties, K12 districts, water utilities, tribal and sovereign nations, and transportation departments. Infor also offers solutions specifically for federal civilian and defense agencies. The functionality of its various solutions is discussed below.

▸ 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, workforce management, advanced scheduling, Talent Science for career development, and more

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

▸ Provides predefined integrations to third-party solutions for budgeting, cashiering, and ACFR

▸ Provides an MT SaaS offering that includes a robust innovation platform (Infor OS) featuring tools for low code/no code extensions, document management, federated security, analytics, and AI/ML/process automation capabilities

▸ Offers full mobility across all functions, including HCM, WFM, Finance, Work Management, Field Services, and Regulatory Compliance

Microsoft

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. The functionality of its various solutions is discussed below.

- Includes field service capabilities enabling predictive services and optimized scheduling

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

- Includes case management capabilities allowing you to track citizens' requests from beginning to end

- Features a suite of U.S. government-compliant solutions that enable federal personnel to collaborate in real time

- Includes a Project & Portfolio Management (PPM) solution that spans from project plans to execution and collaboration

- Provides secure and compliant productivity and collaboration tools to help secure classified data for the United States Federal Civilian, Department of Defense (DoD), Intelligence Community (IC), and U.S. government partners

Quick Facts

Headquarters:
Redmond, WA

Ownership:
Public

Founded:
1975

ORACLE NETSUITE

NetSuite provides a full suite of cloud-based ERP applications designed for public sector organizations, including government agencies and municipalities. The functionality of its various solutions is discussed below.

▶ Allows you to consolidate all processes in one system that complies with Governmental Accounting Standards Board (GASB) principles and is designed specifically for municipal use

▶ Includes a general ledger, accounts receivable, accounts payable, cash management, statistical accounting, allocation schedules, and real-time financial reporting

▶ Allows you to generate purchase orders directly from requisitions and create encumbrances as needed

▶ Enables you to process multiple purchase orders from one requisition or bundle multiple requisitions into a single purchase order, with one or many vendors.

▶ Allows you to create multi-level approval workflows based on roles, departments, or other criteria

▶ Provides visibility into the status of the entire procure-to-pay process including encumbrances, requisitions, and budget reporting

▶ Allows you to produce budgets and forecasts, model what-if scenarios, and generate reports all within one scalable solution

▶ Enables you to adjust budgets easily in response to changing economic conditions or legislative mandates

▶ Includes embedded analytics that provide operational and financial insights into your organization's performance across departments and teams

Quick Facts

Headquarters:
Redwood City, CA

Ownership:
Public

Founded:
1977

Quick Facts

Headquarters:
Redwood City, CA

Ownership:
Public

Founded:
1977

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 of its various solutions is discussed below.

▶ Provides a range of deployment models to meet local data residency, classification, operational, and security requirements

▶ Provides government contractors and government service providers secure cloud solutions that meet compliance regulations

▶ Includes a complete set of digital customer service tools that enable self-service through a variety of channels, leveraging chatbots, digital assistants, citizen portals, and more

▶ Provides constituent services capabilities that include digital government services, predicative case management for social workers, end-to-end government benefits delivery, and more

▶ Includes a modern, cloud-based permitting and licensing system with self-service for permit applications, project plans, entitlement applications, violation reporting, and more

▶ Provides a FedRAMP-compliant cloud infrastructure and a suite of integrated SaaS applications designed for federal civilian and defense agencies and departments

▶ Provides ERP functionality such as financial management, project management, ERP analytics, and more

Quick Facts:

Headquarters:
Newcastle upon Tyne, England

Ownership:
Public

Founded:
1981

Sage is known for its integrated accounting, payroll, and payment systems. The vendor provides solutions for nonprofits, foundations, associations, faith-based, and governmental organizations of all sizes. The functionality of its various solutions is discussed below.

▸ Includes nonprofit accounting and financial that enable you to manage grant, fund, project, and donor accounting

▸ Includes role-based reports, dashboards, and data visualizations for nonprofit financials

▸ Features real-time budgeting, planning, and forecasting

▸ Provides nonprofit operations functionality for project management, nonprofit CRM, fixed asset management, and inventory management

▸ Enables integration between financial and business systems

▸ Includes payroll and HR software that helps you manage human resources, nonprofit payroll, time & expenses, employee benefits, and performance management

Quick Facts

Headquarters:
Waldorf, Germany

Ownership:
Public

Founded:
1972

SAP provides public sector solutions in the public cloud, private, and hybrid environments. The functionality and notable features of its various solutions are discussed below.

▸ 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

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

▸ Includes functionality for grant budget operations, project management, grantor management, and omnichannel customer service

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

▸ Includes functionality for budget planning, policy design, and policy portfolio management

tyler technologies

Quick Facts:

Headquarters:
Plano, Texas

Ownership:
Public

Founded:
1996

Tyler Technologies provides cloud ERP solutions designed exclusively for the public sector, including cities, towns, counties, K-12 school districts, special districts, and authorities. The solutions are built to connect operations across departments, and to streamline services for constituents and stakeholders. The ERP functionality is discussed below.

▸ Streamlines accounting, budgeting, procurement, HR, utility billing, and revenue management processes with automated workflows

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

▸ Integrates with Tyler's full-service payments solution that accepts payments online and over the counter for bills, fees, tickets, and fines, and manages all aspects of merchant services

▸ Offers resident engagement applications, such as self-service portals, community engagement via mobile apps, financial transparency, and project tracking applications

▸ Includes additional integrated modules that enable asset management, accounts payable automation, and permitting and licensing

▸ Includes a priority-based budgeting solution that leverages AI and machine learning to align government resources with community priorities

▸ Offers an optional K12 add-on for absence and substitute management to optimize notifications, scheduling, and administration for staffing

Quick Facts:

Headquarters:
Pleasanton, California

Ownership:
Public

Founded:
2005

Natively built for cloud delivery, Workday provides enterprise management cloud applications that help governments, nonprofits, and other mission-based organizations hire and develop a diverse workforce, budget and forecast for long-term fiscal stability, and adapt quickly to change. The functionality of its various solutions is discussed below.

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

▸ Unifies data from across the organization as well as from third-party systems for a more complete operational picture

▸ 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

▸ Leverages one mobile app across the entire platform

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

AccuFund
An i3 VERTICALS Company

Quick Facts:

Headquarters:
Castle Rock, CO

Ownership:
Subsidiary of a publicly traded company, i3 Verticals, Inc.

Founded:
2001

AccuFund is a complete, browser-native ERP for government entities, including towns, cities, municipalities, tribal nations, and special districts, as well as departments like parks and recreation, fire, and utilities.

▸ Streamlines all aspects of financial management, including fund accounting, budgeting, forecasting, workflows, fixed assets, document management, and more

▸ Includes a complete Human Resources Management System, featuring payroll, integrated timekeeping, and tax payment solutions

▸ Provides real-time access to reporting, dashboards, and views

▸ Includes built-in Smart Capture, allowing you to automate the creation of an AP bill or requisition directly from a scanned PDF

▸ Includes an Automation Workbench that enables you to integrate with existing systems and automate daily tasks

▸ Features a pay portal that provides a centralized place for customers to view their account activity and make payments to multiple accounts

▸ Allows you to extend your system with Utility Billing, Court Systems, Permitting, Fees, Property Taxes, and other functionality

▸ Provides schools with fund accounting solutions to support administrators with reporting, grants, HR, contracts, and more

Quick Facts:

Headquarters:
Bath, MI

Ownership:
Private

Year Founded:
1987

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

- Provides SaaS and on-premise ERP options

- Provides functionality for financial management, human resources management, utilities management, community development, and tax assessment

- Includes an Online Services solution that supports citizen self-service for public records search, permit applications, bill pay, and more

- Includes payroll functionality that allows you to access hours from BS&A's Cloud-Based Timesheets or from third-party software

- Includes a general ledger module that addresses the specific needs of GASB reporting

- Allows for complete integration with Microsoft Office Applications

- Offers several edge products to extend its core application or augment other core products

The Latest Trends in Public Sector Technology

Today's public sector technology is helping organizations address long-standing operational challenges and enhance citizen engagement. Following are some of the technologies that have seen increased adoption over the past few years, along with implementation considerations.

1. Generative AI

Generative AI is not only refining how governments communicate with citizens but also revolutionizing their approach to societal issues, including public health, safety, and administrative efficiency.

When integrated with an ERP system, generative AI can enable smarter decision-making, more personalized public services, automated regulatory compliance checks, and enhanced operational efficiency.

Considerations: While generative AI offers numerous advantages, integrating it into existing ERP systems can pose challenges. For one, organizations typically need significant data cleansing to ensure AI algorithms receive high-quality inputs.

Other concerns include data privacy and security as well as potential biases in AI outputs.

2. Cloud Computing

Cloud computing has become indispensable in the public sector for its scalability, flexibility, and cost-efficiency.

In ERP systems, cloud computing enables seamless integration of various functions—from finance and human resources to procurement and project management—providing a unified platform that supports real-time data sharing and decision-making.

Moreover, cloud-based ERP systems can be rapidly updated to adapt to new regulations or changes in government policy, ensuring that agencies remain agile and responsive to public needs.

Considerations: Adopting cloud computing within public sector ERP systems often means overcoming barriers related to security and data sovereignty. Government entities must ensure that their cloud solutions comply with national security policies and regulations.

Additionally, the transition to cloud-based systems can require extensive staff training and resistance management when employees are accustomed to traditional on-premise systems.

3. The Internet of Things (IoT)

By connecting a myriad of devices and sensors, IoT technology is able to drastically improve infrastructure management and public services.

IoT's real-time data capture and analysis, when integrated with ERP systems, can significantly enhance resource allocation, strategic planning, and emergency response capabilities.

In the last few years, notable IoT use cases in government have included traffic management through real-time road sensors and utility conservation via smart metering.

In addition, local governments are increasingly leveraging IoT to enhance responsiveness to natural disasters and urban challenges, deploying sensors that alert to issues like earthquakes and traffic issues.

Considerations: Integrating IoT with public sector ERP systems introduces complexities such as managing the large volume of data generated and ensuring the interoperability of various IoT devices and systems.

There are also concerns about the security and privacy of IoT data, especially when sensitive information is involved. Robust security measures and effective data management strategies are critical for successful IoT deployment in government operations.

4. Blockchain Technology

Blockchain technology is emerging as a preferred tool for enhancing transparency and security in public sector transactions and data management. By creating decentralized and tamper-proof ledgers, blockchain can secure sensitive data, manage transactions more efficiently, and reduce fraud.

In ERP systems, blockchain can be particularly effective in supply chain management, contract management, and secure record-keeping, ensuring that data integrity is maintained across all levels of government operations.

Considerations: Blockchain implementation within ERP systems can be challenging due to its relatively new and complex nature. Issues include the need for high levels of technical expertise, scalability concerns, and the potential for increased costs associated with blockchain adoption.

Additionally, the integration process can be slow and complex, requiring strategic planning to ensure that blockchain solutions are compatible with existing ERP infrastructures.

5. Advanced Analytics

Big data and advanced analytics are critical in harnessing the vast amount of data generated by government agencies. Organizations can now obtain actionable insights from complex datasets, improving forecasting, policy-making, and resource management.

When integrated with ERP systems, advanced analytics enables organizations to predict trends, optimize operations, and enhance public services. This is transforming various aspects of government operations, from financial management to citizen engagement strategies.

Considerations: Advanced analytics challenges can include difficulties in processing large datasets, ensuring data accuracy, and the need for specialized personnel capable of managing and interpreting complex analytics.

Furthermore, there may be resistance to data-driven decision-making from stakeholders accustomed to traditional methods.

Conclusion

As the evolution toward more open, efficient, and inclusive government operations continues, ERP systems like the ones in this report will become indispensable.

The integration of advanced technologies, like generative AI, promises to further transform public administration, making it more responsive to the needs of citizens and capable of addressing complex challenges with agility.

Whether you want to explore the world of IoT or find a way to use advanced analytics for strategic decision-making, our ERP consultants can help you select and implement software that aligns with your organizational goals. Contact us below for a free consultation.

Click the Button Below to Schedule Your **Free Consultation**
With an ERP Systems Expert Today!

FREE CONSULTATION

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, technology, and data.

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