

# **ERP Software Consulting Services**



# What is ERP?

**Enterprise resource planning (ERP)** software is set of core functional applications that automate business processes for Finance and Human Resources as well as integrate other back office functions to support business application such as Document Management, Accela, inventory and work order management, and customer relationship management (CRM). At its most basic level, ERP software integrates these various functions into one complete system to streamline processes and information across the entire organization.



# ERP Functionality

## Finance

- General Ledger
- Accounts Payable
- Accounts Receivable
- Procurement
- Fixed Assets
- Treasury Mgmt
- Cost Control
- Grant Management

## Human Resources

- HR/Benefits Administration
- Payroll
- Self-Services HR Portal

## e-Business

- e-Procurement
- e-Recruitment/e-Hire
- Employee Self-Services
- e-Filing
- Citizen Access
- Web enabled Transactions
- e-Commerce

## Vendor Integration

Core software that manages transaction flow among applications and handles tasks like security and data integrity

## Data Analysis

Decision support software that lets senior executives and other users analyze transaction data to track business performance

## Supply Chain Mgmt

Planning, scheduling, and fulfillment applications that address all procurement requirements and asset management, work order mgmt, PM and asset condition assessments across the enterprise

## Customer Relationship Mgmt

- Consistent user experience
- Personalization of Services
- Real time access to enterprise info



# ERP Business Needs Assessment

- ▶ Current ERP (Tyler Technologies Eden) solution was implemented in 1997, almost 20 year old
- ▶ The I.S. Master Plan indicated that we should invest in upgrades and additional modules to address automation concerns
- ▶ Before committing to investing in enhancements staff felt an evaluation of our existing system is necessary
- ▶ Industry Best Practices strongly suggest that an independent ERP consultant:
  - Perform an assessment of existing environment
  - Make recommendation for process improvement\automation of paper processes
  - Suggest vendor solutions that would be a good FIT and most cost effective for the City



# ERP Business Needs Assessment

- ▶ City issued an RFP for ERP Software Consulting Services
- ▶ Received 11 proposals and interview top 5 firms
- ▶ Staff selected NexLevel as the firm best positioned to successfully facilitate and guide the process
- ▶ The selection was based on NexLevel's:
  - Comprehensive response to the RFP
  - Strong understanding of the scope of services
  - Their project team members
  - Experience in providing technology consulting services for **87** public sector clients in California
- ▶ As a result of the proposal, research and interviews, staff recommends the City Council award a contract to Nexlevel Information Technology, Inc. to provide ERP software consulting services in the amount of \$61,415
- ▶ General Fund appropriation necessary due to change of fiscal year

