



The City of Oklahoma City Leverages eVerge Group Expertise for Successful Implementation and Upgrade of PeopleSoft ERP Systems

City Seeks Expanded Functionality and New Technology

Oklahoma City is the state capital and Oklahoma's largest city, with a population of approximately 506,000 residents. The City of Oklahoma City provides all basic municipal services, including police and fire protection, street maintenance, municipal courts, parks, traffic control, financial services, human resource management, water and wastewater, solid waste collection, drainage utility services, golf courses, airports, transportation, parking, public events facilities, and zoo facilities.

Prior to implementing PeopleSoft, The City of Oklahoma City ran AMS for both financials and HR. However, looking to expand its functionality and move to newer technology, The City of Oklahoma City began a search for a more robust ERP system. The City of Oklahoma City needed a single financial management and human resources information system to streamline and standardize its business processes and to allow for accurate and accessible data storage. The City also wanted to enable easier reporting of financial and human resource information and to provide usable technology for employee self service and eGovernment initiatives.

eVerge Group Successfully Completes Initial Implementation

The City of Oklahoma City selected PeopleSoft because it provided a complete and integrated solution to both its human resources and financial objectives. Other factors in The City's decision included database and infrastructure flexibility, low cost of enterprise-wide use by distributed work groups, and its user-friendly reporting capability. The City selected eVerge Group as its implementation partner in late 2002, and using a rapid implementation timeline based on eVerge's **PrecisionFit**® methodology, went live July 1, 2003. The initial implementation project was completed on time and under budget and provided the foundation The City needed to meet its goals and objectives.

The City Partners with eVerge Group for Upgrade and Support

When The City upgraded to Release 8.9 for Financials and Human Capital Management in 2006, it once again selected eVerge Group as its partner. During the upgrades, eVerge Group worked with The City to identify ways to expand its use of delivered software features and functionality. Both upgrade projects were completed on time and on budget and expanded The City's use of the applications.

One of the ongoing challenges The City experienced was hiring and retaining skilled technical resources to support its systems particularly in the areas of system administration and patch application. They also had occasional development projects that exceeded the capacity of their fulltime staff. eVerge Group developed a flexible support model with The City where they can draw on eVerge Group technical resources when they need help. eVerge Group works with The City each year to plan out system maintenance activities including PeopleTools patches/upgrades and application patches so that the activities are scheduled around peak business periods whenever possible. The support model has proven to be a cost-effective way for The City to have access to the resources it needs while not increasing fulltime, permanent headcount.

Industry: City Government

Oracle Applications:

PeopleSoft Financials and HCM
(Implementation and Upgrade)

Client Feedback:

"With eVerge Group's fast-track approach and expertise with PeopleSoft, we were able to implement the software in a very short timeframe. This helped us minimize the financial stress of the project on our operating budget and kept us from having any significant business disruption. The consultants learned our business quickly, helped us change it where necessary, and configured the software to meet our expectations. I consider (the eVerge Group Project Manager) to be the best project manager I've ever worked with. She learned our culture quickly and worked within it, did a good job of pushing the project along, a great job managing the team, and worked well to fix problems."

Laura Johnson, Finance
Director, The City of
Oklahoma City