

# Los Angeles County

## Modernizing and expanding enterprise resource planning

**W**hen the largest county in the U.S. needed to modernize and expand their ERP capabilities, they turned to long-term partner CGI for an on-time and within-budget implementation.

### THE CHALLENGE

Los Angeles County needed to increase efficiency, productivity and budgetary control across its operations and services. Obsolete software and equipment, some almost 30 years old, and disparate systems had resulted in a fragmented chart of accounts and labor-intensive payment processes. The County desired a single, integrated system with web-based applications supported by a partner to keep them current with technology advances.

### THE SOLUTION

The County chose to continue its long-term relationship with CGI in a multi-phased modernization effort, all based on the built-for-government CGI Advantage® ERP solution suite. This partnership has delivered at every phase, including:

- The electronic Countywide Accounting and Purchasing System (eCAPS) project was initiated in 2004 to upgrade to the web-based solution. Since deployment in 2005, CGI has worked closely with the County to provide leading functionality, technology and innovation with software releases.
- The eCAPS footprint was expanded between 2006 and 2008 to streamline procurement, capital assets management, inventory management, and budget preparation with a fully integrated solution. During this time, the County also partnered with CGI to implement a comprehensive, fully integrated Grants Management solution.
- Between 2010 and 2012, the County's eHR project replaced its legacy payroll and personnel management systems with CGI Advantage HRM.
- In 2013, the County added CGI's Contract Management System to improve efficiency, flexibility and standardization using county-wide templates, facilitating dynamic assembly of contracts, RFPs and SOWs. Integrated with eCAPS and the County's Enterprise Content Management solution in a single, integrated ERP system, CMS reduces employee workload, standardizes vendor dealings and decreases operations costs with vendors.

### CASE STUDY

#### COUNTY GOVERNMENT

#### County of Los Angeles snapshot

- 100,000 employees
- 88 cities and over 4,084 square miles
- \$25 billion annual budget
- Population 10.4 million+
- CGI client since 1986

#### CGI Advantage ERP modules

- Financial Management
- Human Resource Management
- Procurement
- Performance Budgeting
- Asset Management
- Inventory Management
- Grants Management
- Vendor Self Service
- Manager Self Service
- Employee Self Service
- infoAdvantage
- Case Management

*"The new Countywide Contract Management System ensures use of standards while maintaining program flexibility in meeting the County's business requirements. The application will greatly improve our processing time, quality of documents, and compliance with County standard terms and conditions. We are very happy with the CGI team, the solution, and use of the case management module."*

**Robert Davis, Assistant Auditor-Controller, County of Los Angeles**

- In 2014, the County partnered with CGI to implement Vendor Self Service, Manager Self Service, electronic Personnel Action Request and Contract Management to further expand capabilities for its employees, managers and constituents.

## THE RESULTS

Using the built-for-government CGI Advantage solution, the County's ERP modernization projects have gone live on-time and within budget. They have realized their goals to increase efficiency and reduce total cost of ownership, and numerous additional benefits, including:

- Consolidated fiscal functions across departments
- Online queries for acquiring real-time, up-to-date and accurate information on budget status, payments, contracts and vendors
- Tracking and monitoring financial information in greater detail without compromising the uniformity of other County accounts
- New analytical power by capturing supplemental information and introducing online document viewing to streamline payment verification
- Enhanced fiscal controls by introducing electronic workflow and approval processes
- Reduction of downstream timekeeping corrections and reconciliation
- Distributed payroll processing at department level eliminating paperwork
- Real-time access to employee information through self-service capabilities, enhancing payroll and timekeeping administration
- Configurable, built-for-government, table-driven architecture of eCAPS and eHR that supports the County's policy and administrative changes without requiring application software modifications or system implementation delays.

## LOOKING FORWARD

Los Angeles County continues to partner with CGI to provide business solutions and quality services that advance their strategic goals. The County is currently planning an upgrade to CGI Advantage's latest release.

### eCAPS AT A GLANCE

- Accounts payable: Replacing 21 individual systems and paying 350,000+ warrants per month
- Budget preparation: Supporting 600 users in 37 departments and used to develop an annual budget of \$25 billion
- Procurement: Supporting 230,000+ active vendors, including 3,200+ vendors enrolled for electronic invoicing and payment inquiry via Vendor Self Service
- Grant Management: Managing 415 active grants with \$2.9 billion+ in grant funds
- Cost Accounting: Automating billing processes to facilitate faster cost recovery.

### eHR AT A GLANCE

- Electronic timesheets: Supporting 100,000+ employees from 37 departments
- Electronic paystub viewers: Supporting 87% of employees, significantly reducing printing costs
- Electronic Personnel Action Request: Enabling paperless processes and streamlining the Personnel Action Request and onboarding
- Manager Self Service: Providing direct access to employee information and the ability to review, approve and initiate employee actions.

For more information, visit [www.cgi.com/cgiadvantage](http://www.cgi.com/cgiadvantage) or email us at [cgiaadvantage@cgi.com](mailto:cgiaadvantage@cgi.com).