

City and County of Honolulu, Hawaii

Improves operational efficiency, reduces operational cost.

The challenge

A Budgeting client since 2003, the City and County of Honolulu, Hawaii, was struggling with outdated technology, disparate and shadow legacy systems compartmentalized on an outdated mainframe platform.

Honolulu selected CGI (through a rigorous RFP process) and the web-based, built-for-government CGI Advantage® ERP solution, expanding their existing CGI Budgeting system to include Financial Management, Budgeting, Procurement, Human Resources and Payroll and Business Intelligence.

The strategy

The project kicked-off in May 2006 and focused on implementing CGI Advantage Financial Management. Honolulu's existing systems were originally implemented separately, and were maintained as such. So integration and flexibility were at the top of the list. And by leveraging out-of-the-box functionality to fuel day-to-day business, Honolulu would eliminate shadow systems and reduce redundant data entry.

Modernized technology was also at the top of the list. The age of the systems and the technologies used to develop them made it difficult and costly to maintain and improve them. Modern technology and configurability would establish a standard platform, reducing the cost of maintenance and minimizing customizations while remaining flexible for change.

Web-based, Service Oriented Architecture (SOA) opened the way for efficiency. After a careful analysis of business processes, Honolulu and CGI identified numerous ways to take advantage of automation, eliminating paper-processing and cumbersome layers of approval using online forms and automated workflow.

Working side-by-side, Honolulu and CGI began to remove those road blocks, providing consistent communication and valuable training to encourage people to adopt more modern and efficient ways of conducting business.

CASE STUDY

GOVERNMENT

State, provincial and local government

City and County of Honolulu

- \$1.23B operating budget
- 10,000 employees
- 899,593 population
- 13th largest municipality in U.S.

"We replaced a 16-year-old financial system with a new state-of-the-art ERP solution in 18 months – on time and on budget."

Gordon Bruce, former CIO and Director of the Department of Information Technology, City and County of Honolulu (2004-2012)

Recognized as Best Fit Integrator

Nominated by the City and County of Honolulu, CGI and CGI Advantage ERP received the 2009 Best Fit Integrator Award from the Center for Digital Government.

The technology

As part of this project, Honolulu moved from the mainframe environment to an IBM AIX environment, establishing a standard foundation for ERP as well as all other systems used by the departments.

The results

The City and County of Honolulu went live with CGI Advantage Financial Management in July 2007. Today more than 20 departments (including Environmental Services, Design and Construction, and Budget and Fiscal Services) and 5,000+ employees are using the new system, from directors to staff clerks and everyone in between. Together they are achieving their goals and realizing numerous benefits:

- Eliminated paper and paper approvals using online forms
- Streamlined labor-intensive approvals, from a typical 15 levels down to 4 or 5, using automated workflow for faster approvals, enhanced control, accountability
- Shared, real-time information and powerful reporting provides greater visibility and increased collaboration across all departments
- Consolidated financial information into one central repository, eliminating four home-grown, shadow systems and the associated costs of maintenance
- Modernized technology, standardizing on a single platform for all IT projects moving forward, taking advantage of interoperability and vendor consolidation
- Implemented a real-time disaster recovery plan
- Electronic workflow and electronic document tracking improving tracking and compliance.

Continuous Improvement

The City and County have started the next steps in collaboration with CGI, implementing CGI Advantage Human Resources Management, Payroll and Performance Budgeting. Integration of these modules with Financial Management will further their goal for increasing efficiency, accountability and reporting for enterprise wide decision-making.

For more information, please contact us at info@cgi.com or visit www.cgi.com.

THE RESULTS

- Replaced a 16 year old financial system in 18 months
- Consolidated financial information into one central repository
- Automated labor-intensive business processes
- Minimized customization and eliminated shadow systems
- Reduced redundant entry and streamlined paper processing
- Modernized, standardized technology across the enterprise.

WHY CGI

- Built-for-government functionality
- Modern technology
- Proven track record
- Lower total cost of ownership
- Public sector expertise
- Long term relationship of trust and reliability
- Business process re-engineering
- Change management

With 68,000 professionals operating in 400 offices in 40 countries, CGI fosters local accountability for client success while bringing global delivery capabilities to clients' front doors. Founded in 1976, CGI applies a disciplined delivery approach that has achieved an industry-leading track record of on-time, on-budget projects. Our high-quality business consulting, systems integration and outsourcing services help clients leverage current investments while adopting new technology and business strategies that achieve top and bottom line results. As a demonstration of our commitment, our average client satisfaction score for the past 10 years has measured consistently higher than 9 out of 10.