

State of Maine

Maine streamlines ERP system to improve business processes, transitions to managed services for predictable spend

In this era of ongoing budget constraints and dwindling workforces, governments are expected to do more with less. The State of Maine was feeling pressure from these challenges, yet needed to upgrade their ERP solution. They turned to CGI for guidance.

The State of Maine has been a trusted partner with CGI since 1989. When they needed help coming up with a viable solution to update their ERP on a budget, they enlisted CGI.

THE CHALLENGE

In addition to using CGI Advantage® Financial Management since 1989, the State was maintaining a large number of agency-specific feeder systems, contributing to the following challenges:

- A high degree of redundant data entry
- Slow processing times
- Lack of timely information
- Over-reliance on paper-based transactions.

In 2005, the State chose to upgrade to the web-based CGI Advantage solution to a centralized and integrated finance, budget and procurement environment. Through modernization, the State would consolidate systems and streamline processes, putting them on the right track toward greater efficiency and control.

THE SOLUTION

The State went live on time and on budget in July 2007, achieving its mission for a centralized finance, budget and procurement system. Today, 139 agencies, including the Departments of Education, Environmental Protection, Human Resources, Labor, Public Safety and Transportation, and the Treasurer of State, use the centralized solution, realizing the following benefits:

- Real-time financial and budgeting information with synchronous posting
- Improved access to information with real-time updates, data query and drill-downs
- Elimination of tens of thousands of pieces of paper through automation, online forms, workflow and approvals
- Reduced report printing, storage and distribution costs

CASE STUDY

GOVERNMENT

State of Maine Snapshot

- Approximately 1.33M citizens
- Approximately 14,000 employees
- \$7B Operating budget
- 139 Agencies
- Over 100,000 vendors

The Solution

The State currently utilizes CGI's integrated, built-for-government ERP for:

- Financial Management
- Procurement
- Vendor Self Service
- Managed Advantage

"The direction CGI has taken with CGI Advantage, the whole philosophy around an enterprise system, supports our goals for a centralized environment for greater efficiency and control."

-Doug Cotnoir, Controller

- Increased central oversight authority and increased agency control and information accuracy, less reliance on central finance
- Greater flexibility to make adjustments to adapt quickly to change
- Reduced manual reconciliation
- Accelerated approvals
- Increased vendor response to solicitations, better control over bidding rules.

Managed Advantage – Moving to the cloud

In 2010, the State was facing substantial budget constraints and also needed to upgrade its CGI Advantage system. In addition, the State struggled with attracting and retaining adequately trained IT staff to run the ERP system. The few IT professionals they had on staff were in constant demand and could not support new IT initiatives. After analyzing the options, the State decided to transition to CGI's managed ERP service (Managed Advantage).

To address the financial constraints, funding for CGI Advantage upgrades was embedded in the deferred payment schedule, with no State spend required until the initial upgrade and transition to Managed Advantage were complete.

The State's staffing challenges were addressed by CGI from several angles including:

- Technical responsibilities were shifted to CGI for major IT functions, including acquisition and maintenance of all application hosting hardware and third-party software, and the complete CGI Advantage application
- CGI took full ownership for secure transport of all application data
- CGI employed embedded consulting capacity.

These efforts allowed the State's CGI Advantage support staff to be redirected onto other initiatives.

The State's need for increased levels of service commitment and resiliency was address with a cloud-based solution hosted in CGI's secure data center, allowing for extensibility and changes in infrastructure requirements to be handled quickly.

Managed Advantage is entirely delivered by CGI, from the CGI-owned facility up through the application and is and is backed by a service level agreement (SLA) with "teeth." With committed SLAs for defect resolution, patches and future upgrades, issue backlogs have been reduced and new functionality is made available on a prescribed schedule. All of this improves the ROI on the State's CGI Advantage solution.

The State also has secured longer-term viability and investment in key systems like ERP under predictable spending models that eliminate the need to explain annual fluctuations in future funding requests. This has helped the State address their budget constraints and keep their ERP up to date with ongoing upgrades and enhancements.

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

"We're now able to devote our time internally to helping our agencies strengthen their own internal controls, as well as improve policy management and fiscal control statewide. And because we're not babysitting the system ourselves, I don't get phone calls at 2 a.m. asking what to do."

-Doug Cotnoir, Controller, State of Maine

True partnership

CGI provided a strong, experienced team that was an effective blend of local and remote staff. CGI established solid working relationships across the State's functional and technical staff and their respective organizations. There is a trusted relationship and honest partnership with all parties working as an integrated team.