



CASE STUDY: CITY OF MARSHFIELD, WI ACHIEVES WORK MANAGEMENT WITH WORKTECH INC.

MARKET

Municipal Government

WORKTECH INC. SOFTWARE

Work Manager

SUMMARY

The city sought a comprehensive project cost accounting system to achieve:

- ◇ Overall/annual/task/activity budgets
- ◇ Overall/annual/task/activity costing
- ◇ Funding sources tracking
- ◇ Overall project management

Chief amongst its requirements was that the project accounting system integrate with all other modules including: human resources, payroll, accounts payable, general ledger and cash receipting.

ABOUT THE CITY OF MARSHFIELD

Geography

- A regional center located in central Wisconsin
- 2008 designation as one of the nation's top 20 "Dream Towns" by Demographics Daily, based on healthy economics, moderate cost of living and strong educational systems

Population

- 19,239 residents

Number of Employees

- 250+

WorkTech Inc. customer since 2007

Introduction

In early 2007, the City of Marshfield, WI acquired the **WorkTech** Work Manager software module in conjunction with the Microsoft Dynamics GP financial system. In partnership with **SVA Consulting and Diamond Municipal Solutions**, **WorkTech** successfully achieved the city's objective to employ a single tool for the end-to-end management and reporting of project budgets and costs. Through a proven implementation methodology comprised of:

- ◇ Business Process Optimization
- ◇ Configuration workshops
- ◇ Data collection assistance
- ◇ System configuration
- ◇ End-user Training
- ◇ Acceptance testing

WorkTech Inc. demonstrated its keen ability to enable organizations to leverage their investments in other systems by providing advanced integrations.

Challenge

Prior to implementing Work Manager, the City depended heavily on a complex and cumbersome Chart of Accounts to track costs & budgets for a variety of functions and projects throughout the organization. Moreover, the absence of sophisticated systems caused many of the normal paper based day-to-day processes to become a stumbling block to achieving accurate and timely cost capturing and reporting. Without systems integration some of the specific data affecting projects was entered in many sub-ledger modules and in other forms to meet the business requirements of various end-users and stakeholders. The City desperately needed a solution to eliminate project data silos and achieve efficiency.

Analysis of Alternatives

The city launched a formal request for proposal process in search of suitable alternatives for a full Enterprise Business Software System. A number of fully integrated modules were included in the scope of the desired system including:

- ◇ Human Resources
- ◇ Payroll
- ◇ Purchasing
- ◇ Inventory Management
- ◇ Fleet Management
- ◇ Work Order Management
- ◇ Permitting
- ◇ Revenue Management

An evaluation committee comprised of the major departmental stakeholders from Finance, Engineering, Public Works and IT took part in a detailed assessment process. Vendors were requested to host a series of onsite mock training courses on a number or pertinent functional areas to enable the committee to assess both the functionality of the proposed applications and the trainers' teaching abilities.

Recommended Solution

The city recognized that a consortium led by **SVA Consulting** offered a best of breed solution uniting the strengths of Microsoft Dynamics GP's core financial system, **Diamond Municipal Solutions'** revenue management modules and **WorkTech's** work management offering. The city placed tremendous value on the depth and breath of municipal government expertise that would be leveraged by partnering with firms that have build a solid reputation by serving the public sector. Following are just some of the many functional advantages sought by clients who partner with **WorkTech**:

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Equip your organization with the functionality of both a front-end operation management system and a back-end financial accounting program using one highly flexible and sophisticated software package.

Improve the visibility of the financial health of your organization by accurately recognizing how and where you spend your money, and where and how you receive your revenues. Ultimately, this integrated solution puts you in charge of monitoring cash flow and controlling costs in order to maximize your ability serve your citizens.

Simplify your General Ledger by keeping track of detailed operational costs in the job-costing module while summary level data is conveyed to the financial module. The General Ledger only reflects the information you require to make informed financial decisions.

Identify the true costs associated with completing work. The job-costing modules will enable you to quickly identify the material, labour and miscellaneous costs attributed to projects, employees, departments, activities and much more...

Eliminate the duplicate data entry that comes with managing data in multiple management systems. Daily operations and other work related transactions automatically generate financial data available for posting to the General Ledger.

Implementation

Having deployed **Work Manager's** capabilities, the city achieved its objectives of employing a project accounting system that would integrate with other key modules in the Enterprise Business Software System: A prime example of this achievement is seen in the city's streamlined purchasing process affecting capital projects:

- ⇒ A new job/project record is created in **Work Manager** containing the list of activities to be performed within the project, the resources to be used and the valid GL accounts to be expensed
- ⇒ A budget is created for the job/project in **Forecaster** and synchronized to **Work Manager** for budget to actual cost comparison
- ⇒ A purchase order is created in Dynamics GP's Purchasing module. The PO line items contain the job, activity and resource codes from **Work Manager** and the linked GL accounts.
- ⇒ An invoice is entered against the PO and the PO line items are loaded into the invoice including the job, activity and resource codes from **Work Manager** and the linked GL accounts.
- ⇒ The invoice is seamlessly synchronized to **Work Manager** to be posted. Posted and unposted costs appear against the project/job, activity, resource budgets in various detailed costing reports including:
 - Costs of all jobs/projects within a department for one or multiple years
 - Costs of one activity across multiple jobs, years, departments etc.
 - Costs by vendor, product, service and project, activity and resource combinations etc.

Specific Benefits

- **Seamless Business Processing**
- **Leveraged Investments**
- **Maximized System ERP Functionality**
- **Realized Efficiency Gains**
- **Single data repository for all project costing data**
- **Single access to numerous robust project costing report library**

Currently Implemented:

Work Manager Foundation

- *Timesheets*
- *Accounts Payables*
- *Journal Entries*
- *Fleet Usage*

Next Phase:

Service Manager Foundation

- *Work Orders*
- *Preventive Maintenance*
- *Service Standards*

Asset Manager Foundation

- *Inventory*
- *Condition Inspections*
- *Project Planning*