



Welcome to Centre Wellington

WorkTech's Integration Extender enables us to employ business process workflows that make optimum use of each software application in the process chain without duplicating efforts or data.

—Corie Kelly, IT & Project Management, Township of Centre Wellington



CASE STUDY: TOWNSHIP IT DEPARTMENT LEADS ERP IMPLEMENTATION AND INTEGRATION



MARKET

Municipal Government

WORKTECH INC. SOFTWARE

Integration Extender

SUMMARY

Having deployed WorkTech Inc's **Integration Extender**'s capabilities, the township achieved its objectives of devising seamless end-to-end business processes making maximum use of each system's functionality and data set. A prime example of this achievement is seen in the township's road patrolling process which utilizes many of the town's core business applications.

ABOUT CENTRE WELLINGTON

Geography

- Largest municipality in Wellington County
- One of the fastest growing communities in Ontario, Canada

Population

- 26,000 residents

Number of Employees

- 250+

WorkTech Inc. customer since 2008

Introduction

In early 2008, the Township of Centre Wellington acquired the full suite of WorkTech work, asset and service management applications in conjunction with the Microsoft Dynamics GP financial system and the Diamond Municipal Software line of municipal Revenue Management applications. In partnership with WorkTech consultants, the township's IT department spearheaded the implementation and collaborated on all facets of the project including business process optimization and system configuration. By 2009, the township was ready to embark on an exciting journey to incorporate integrated road patrolling and global positioning technologies (GPS) into its overall ERP environment. To help accomplish this goal the township partnered with Burnside and chose to implement its Route Patrol Manager software.

Challenge

Now equipped with a fleet of world class software applications supported by multiple vendors offering best of breed solutions, the township faced the daunting task of devising systems integrations and associated business process workflows that would best leverage the capabilities of each system and deliver real efficiencies for its end user community. The considerations inherent with such system interactions are numerous:

- Which system would house the core data?
- How will data validation and integrity be performed?
- What integration technologies will be used and what is the associated overhead?

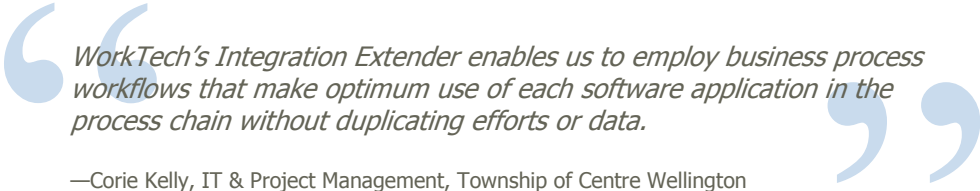
Analysis of Alternatives

The township engaged WorkTech Inc. in an assessment of possible alternatives. A number of discovery sessions were held to clearly establish the desired objectives and benefits sought by the integration project. A key objective identified was that data currently housed in each respective system continue to be leveraged for mutual consumption amongst all systems involved in the various business process workflows. Amongst the possible alternatives explored were:

- That the township would deploy technical resources to build integration applets between the various systems
- That the township would manually enter redundant data in as many applications as required to achieve the objective of the business process
- That the township would enlist the services of one of its current system vendors to provide an out-of-the box technology solution to the integration challenge

Recommended Solution

Having thoroughly assessed the implications and return on investment of each available option, the township confidently opted to employ WorkTech's **Integration Extender** robust systems integration enablement tool. **Integration Extender** offers a collection of utilities all designed with the purpose of transferring data from or to the WorkTech and Source/Destination databases. These utilities are mainly intended to be used with repeatable integrations but can be used for one time data imports and exports from or to third party applications.



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Following are just some of the many functional advantages sought by municipal information technology professionals who employ Integration Extender:

- **Improved Visibility:** users have visibility to integrations currently active. Parameters, configuration settings and other technical details are also easily accessible.
- **Increased User Accessibility:** the ability for users to add/enable/disable integrations simply by completing easy point-and-click setup screens
- **Increased Flexibility:** Integrations should not be rigid. New integrations can be created simply using configuration tools while existing integrations are easily modified.
- **Manageability:** easy to deploy and maintain as specific functions are only coded once and programming code is re-usable for future integration touch points

Implementation

Having deployed the **Integration Extender**'s capabilities, the township achieved its objectives of devising seamless end-to-end business processes making maximum use of each system's functionality and data set. A prime example of this achievement is seen in the township's road patrolling process which utilizes many of the town's core business applications including:

- WorkTech Inc. Work Manager
- WorkTech Inc. Asset Manager
- WorkTech Inc. Service Manager
- Dynamics GP Financials
- Diamond Municipal Software
- Burnside Route Patrol Manager

Integration Extender acts as a service conveying data and transactions from and to various applications in the process chain.

- ⇒ A road inspector travels through the township's roads in a vehicle equipped with GPS unit loaded with Burnside's Route Patrol Manager application
- ⇒ The Burnside Route Patrol Manager application stores the location and nature of road deficiencies
- ⇒ Via **Integration Extender** data collected by the Burnside Route Patrol Manager application is seamlessly synchronized to WorkTech's Service Manager module from which work orders are automatically created to address the road deficiencies
- ⇒ Work orders in Service Manager contain the unique road segment identifier, the type of deficiency and action required etc.
- ⇒ Township staff enter the details of the work done on a work order by using any number of financial transactions in Work Manager including: time sheets, stock usage and equipment usage
- ⇒ **Integration Extender** funnels these financial transactions to the respective sub ledgers in the Microsoft Dynamics GP financial system and the Diamond Revenue Management suite. Affected sub ledgers and systems include:
 - ◇ *Payroll* for payment of employees based on time sheets entered on work orders
 - ◇ *General Ledger* for journal entries of equipment usage, labour and materials usage expenses
 - ◇ *Purchasing* for accounts payable invoices processed affecting work orders and or assets

Specific Benefits

Seamless Business Processing

Leveraged Investments

Maximized System Functionality

Realized Efficiency Gains

Internally Facilitated by Township IT Professionals

Maintained, Managed, & Enhanced by Township IT

WorkTech Software Employed:

Work Manager Foundation
Timesheets
Payables
Inventory
Fleet

Service Manager Foundation
Work Orders
Preventive Maintenance
Service Standards

Asset Manager Foundation