ERP Project Introduction
City of Rock Island, IL | April 24, 2023

Agenda

- Project Team
- What is ERP?
- Project Approach
- Next Steps
- Questions

Project Team

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Plante Moran Project Team

Mike Riffel
Engagement Partner

Natalie Schwarz
Project Director

Nina Rajcevic
Project Manager

Adam Ben-Moche
Project Consultant

Stacey Mansker-Young
Technical Expert

Mike Blickhahn
HCM/Payroll Expert

Caroline Glass
Community Dev. Advisor

Diane Langham
Financials Expert

Tracey Rau
Utility Billing Expert

Payton Williams
Utility Billing Advisor

Plante Moran

1924
Year Founded

3,300+
Staff

24
Offices
Worldwide

50
States with
clients

150+
Countries with
clients

45+
Services
available

50+
Years
Government
experience

100+
Government
Technology
Consulting
clients

85+
Clients just like
you over last ten
years

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We work on similar projects Nationwide

Village of Montgomery, IL	Village of Northbrook, IL	City of Wauwatosa, WI
Village of Arlington Heights, IL	Great Lakes Water Authority, MI	City of Delaware, OH
City of St. Charles, IL	Town of Little Elm, TX	Yakima County, WA
Village of Glencoe, IL	Placer County Water Agency, CA	City of O'Fallon, MO
City of Peoria, IL	State of Washington	City of Georgetown, TX
Village of Elk Grove, IL	City of Pflugerville, TX	Town of Jupiter, FL
Village of Park Forest, IL	State of Nevada	Milwaukee County, WI
City of Lake Forest, IL	City of St. Louis, MO	City of North Miami Beach, FL

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Knowledge of the Vendor Marketplace

Public Sector Focused Team

- National Footprint
- Industry Best Practices

Public Sector Vendor Expertise

- Vendor Independence
- Vendor Liaison Program
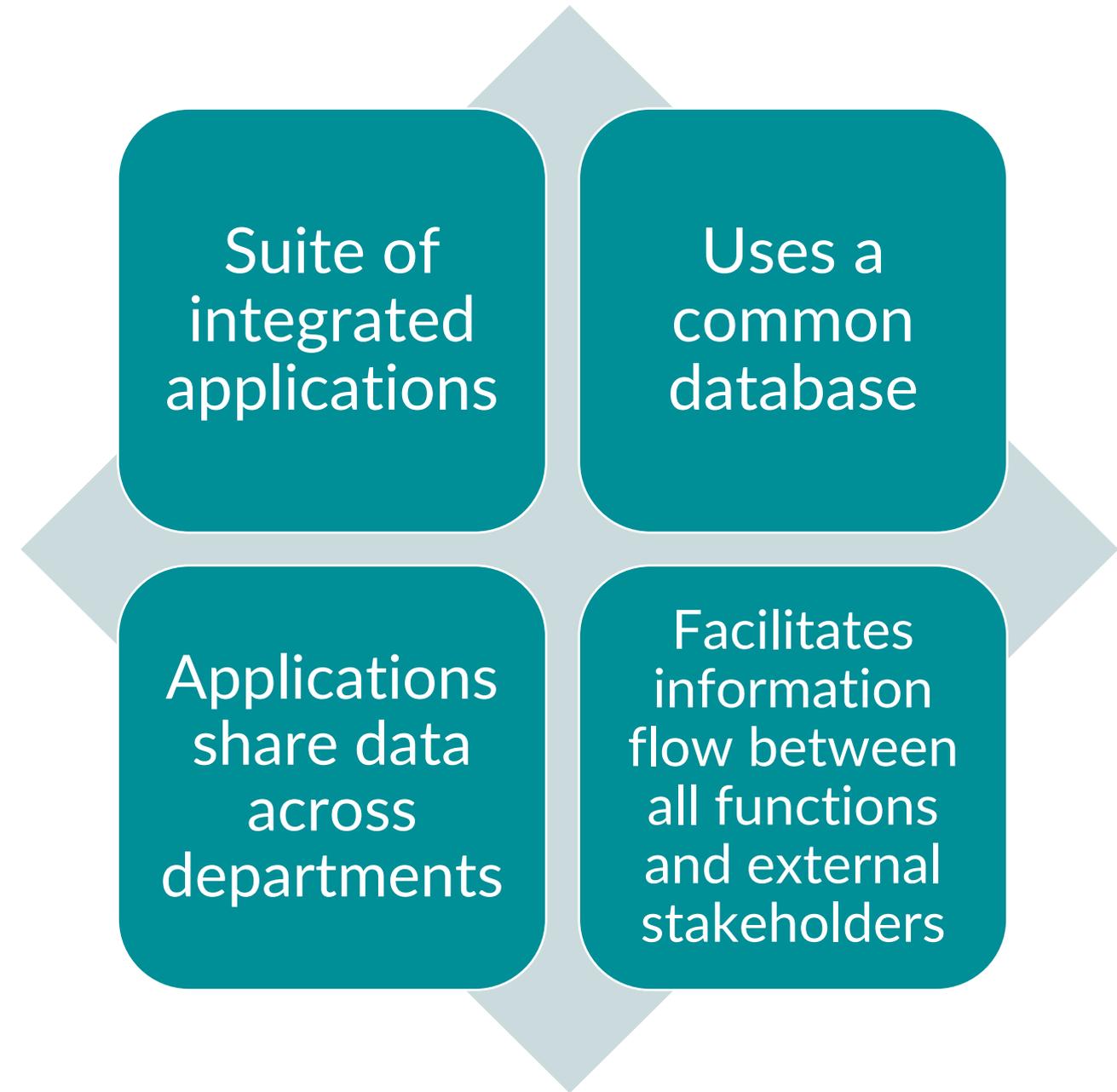- Vendor Marketplace Visibility
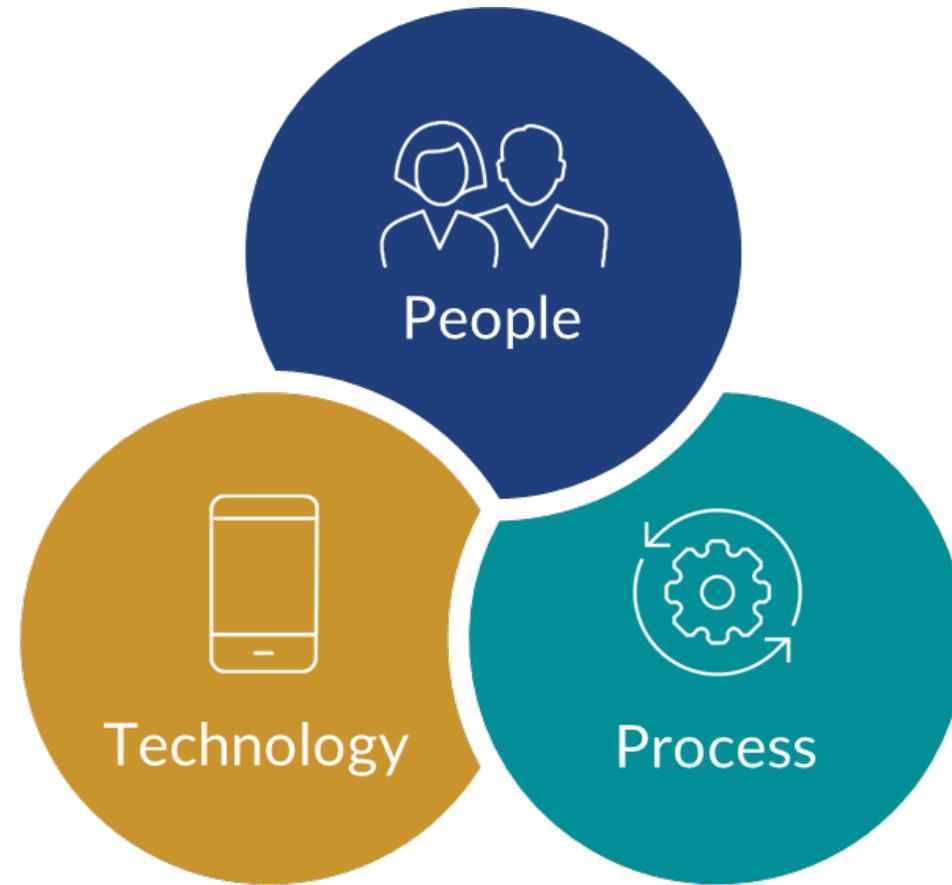- Vendor Trends

What is ERP?

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What is ERP?

Enterprise

Resource

Planning

Suite of integrated applications	Uses a common database
Applications share data across departments	Facilitates information flow between all functions and external stakeholders

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Not Just a Technology Project

Project Approach

Why are we doing this?

Process inefficiencies exist due to system limitations

Shadow systems and work arounds exist with current ERP

Desire for greater access to information

Gain operational efficiencies

What do we want to achieve?

A more user-friendly system	Reduce manual data entry and redundancy	Procure an integrated solution
Incorporate best practices into processes	Provide residents access to a self-service portal	Provide staff access to a self-service portal

Expected ERP Project Outcomes

Integration	Citizen Engagement
Information is currently difficult to reconcile between systems	Attaining services and information can be a lengthy process
ERP is the source of truth	A customer portal allows citizens to see useful information
Staff can spend more time acting on information instead of searching for it	Citizens spend less time waiting for approvals and information

Project Overview

Assess technical infrastructure

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Conduct interviews with staff

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Develop functional requirements

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Develop and distribute RFP document

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Participate in vendor demonstrations

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Select final vendor
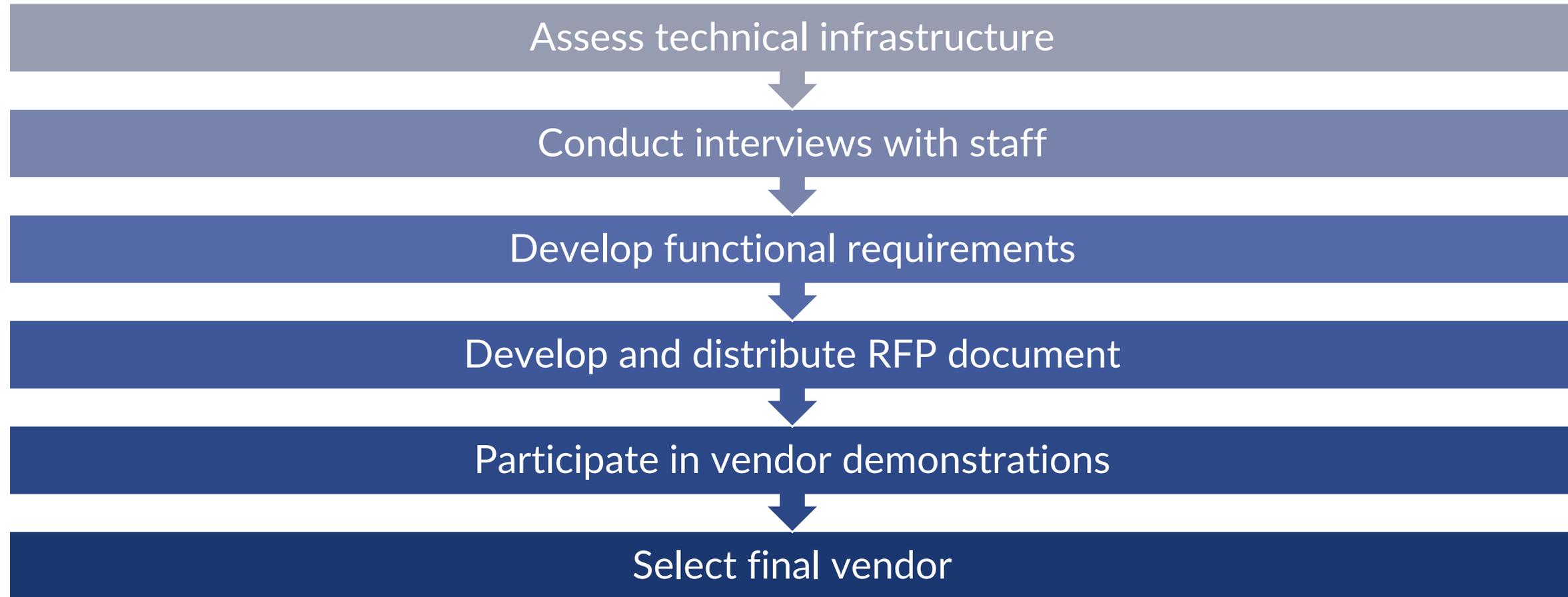
Project Management
Change Management

←   →

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Project Scope

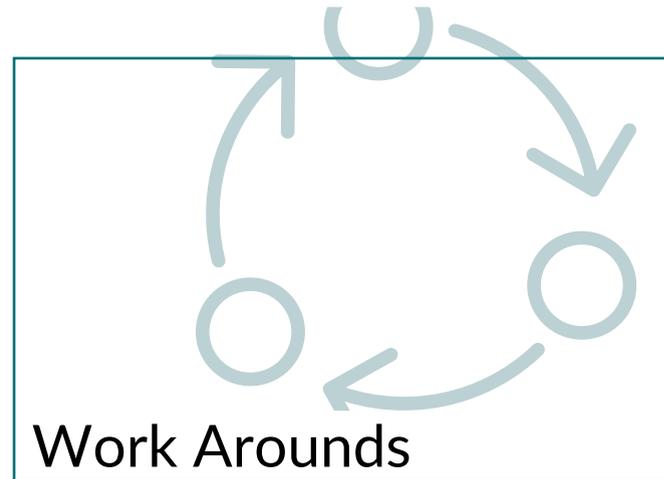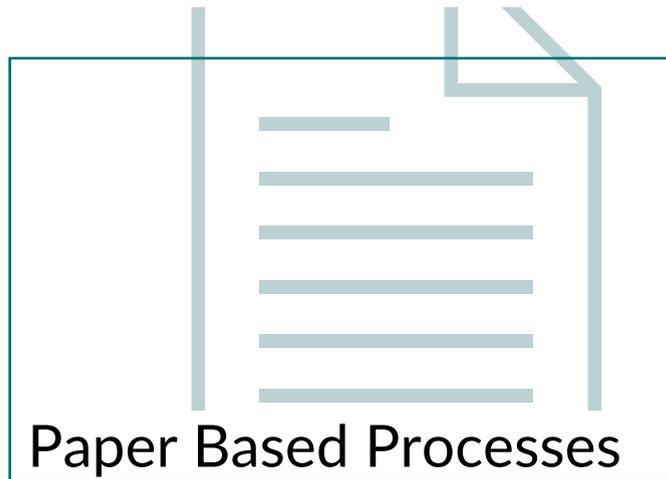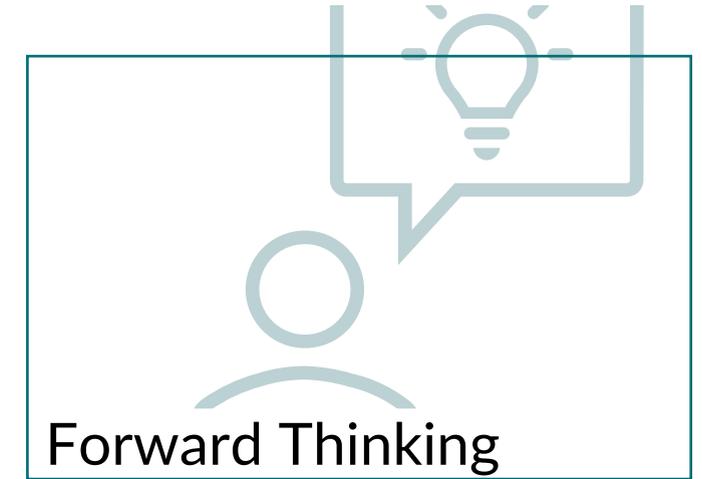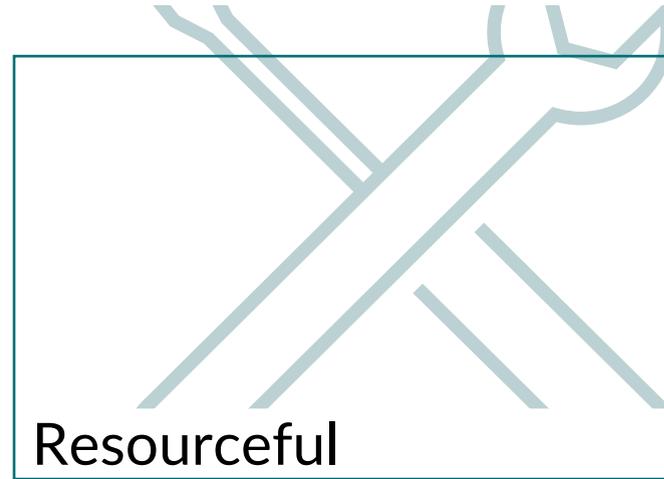| Finance	Human Resources	Other
• Accounts Payable • Accounts Receivable • Bank Reconciliation • Budget • Cash Receipting • Fixed/Capital Assets • General Ledger • Grants and Projects • Payroll • Purchasing • Timekeeping & Leave • Utility Billing	• Compensation • Employee Benefits • Employee Self-Service • Learning Management • Performance Management • Personnel Actions • Position Control • Recruitment, Onboarding, Offboarding • Customer Service Log	• Community & Economic Development • Technical Infrastructure • Environmental Health & Safety • Risk Management • Customer Self-Service • Citizen Engagement

Themes

Forthcoming

Resourceful

Forward Thinking

Paper Based Processes

Work Arounds

Institutional Knowledge
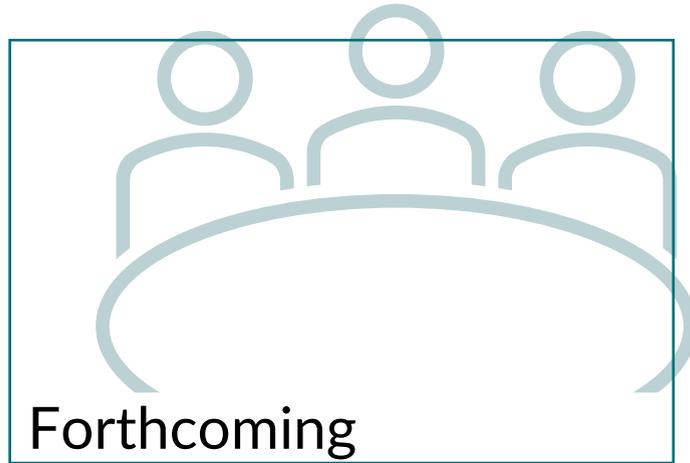
Next Steps

Project Timeline

Milestone	Timing
Project Kickoff	April 2023
Conduct Stakeholder Interviews	April 2023
Develop Requirements	May 2023
Develop Needs Assessment Report	June 2023
Develop and Distribute RFP	July 2023
Vendor Demonstrations	September 2023
Vendor Selection	November 2023

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Selection Process

Receive/Review RFP Responses

Shortlist Top Vendors

Final Vendor Selection

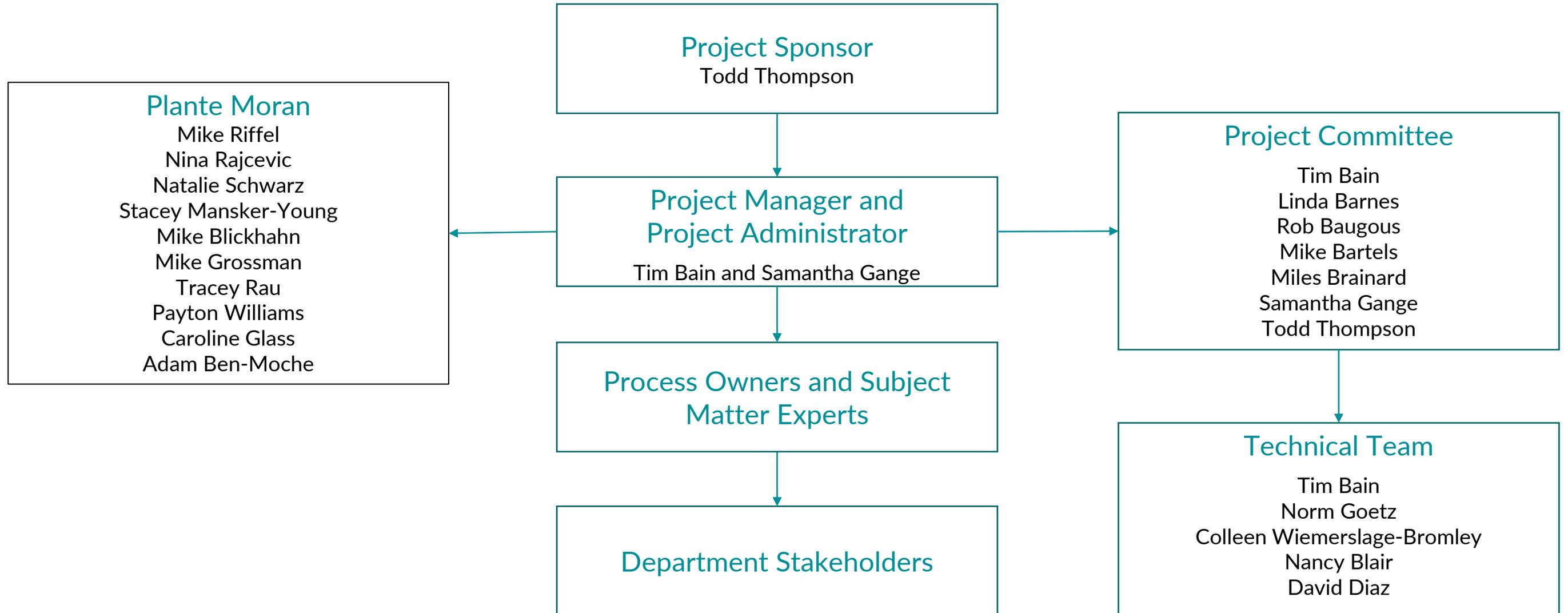# ERP Implementation Considerations

- Select the best ERP for your current and future needs
- Minimize modifications to the selected ERP system
- Get executive buy-in and build consensus around ERP
- Set realistic expectations for ERP implementation
- Focus on staff resources
- Establish strong project management
- Make change management a priority
- Commit quality resources to the project team

Project Organizational Structure

Plante Moran
Mike Riffel
Nina Rajcevic
Natalie Schwarz
Stacey Mansker-Young
Mike Blickhahn
Mike Grossman
Tracey Rau
Payton Williams
Caroline Glass
Adam Ben-Moche

Project Sponsor
Todd Thompson

Project Manager and Project Administrator
Tim Bain and Samantha Gange

Process Owners and Subject Matter Experts

Department Stakeholders

Project Committee
Tim Bain
Linda Barnes
Rob Baugous
Mike Bartels
Miles Brainard
Samantha Gange
Todd Thompson

Technical Team
Tim Bain
Norm Goetz
Colleen Wiemerslage-Bromley
Nancy Blair
David Diaz

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Questions?

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Thank You!

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