

CedarCrestone Completes PeopleSoft HCM 9.0 Implementation for Broome County, NY Laying the Foundation for a Future Shared Services Offering

BACKGROUND

Broome County was established in 1806 and is home to approximately 200,000 residents. Its county seat is Binghamton, which is also its largest city. Broome County is also home to Binghamton University, one of four university centers in the SUNY (The State University of New York) system. Barbara J. Fiala is currently serving as County Executive, making Broome one of only four counties in New York to have a woman County Executive today.

CHALLENGE

Previously, Broome County maintained HR and benefits information manually and processed Payroll on a 25 year old main-frame system. In Q4 2007, Broome County decided to upgrade to a system that would provide them an enterprise view of information and functionality that would scale in support of their strategic objectives. There were many business conditions that led Broome County to reevaluate the use of their technology, to include:

1. An obsolete systems environment that would not meet the future information requirements of the county.
2. Manual HR and Benefits record maintenance and business processes were a barrier to optimizing Personnel services delivery.
3. A need for an integrated, enterprise, view of business processes and information.
4. A need for visibility and multi-channel distribution of real-time information.
5. A need to centralize and measure performance of grants and capital projects.
6. A desire to leverage scalable technologies as a supporting mechanism of reducing the cost of government through consolidation.

In Q1 2008, Broome County purchased a suite of PeopleSoft Enterprise products and engaged CedarCrestone's consulting services as two key enablers in executing on their IT strategic initiatives. To address the current conditions and provide a solid enterprise information platform, Broome County defined an implementation roadmap encompassing two major phases to deploy key functionality. Minor phases were also planned for the purposes of release optimization and focused extension of functionality.



Industry	Public Sector
Services	Implementation and Training
Modules	PeopleSoft HCM Base Benefits, HR, Payroll 9.0
Project Timeline	May 2008 to December 2008
Client since	2008

CedarCrestone's professionalism and performance are key components of our current and future implementation success. They have demonstrated a level of personal commitment in helping us meet our objectives that can only be characterized by a high-value Partner.

Kim McKinney
Director IT
Broome County, NY



SOLUTION

The Phase 1 implementation included the HR, Base Benefits, and Payroll modules. The implementation goals were to:

- Establish a successful PeopleSoft foundation from a project and functionality perspective.
- Address challenges 1–4 as stated above.

Broome County chose to engage CedarCrestone for the Phase 1 implementation based upon recommendations by several trusted sources; CedarCrestone's performance and recognition by the State of New York and other New York municipalities, and CedarCrestone's professionalism and knowledge as demonstrated during the evaluation process. In partnering with Broome County, CedarCrestone provided key implementation services in the following areas that supported and balanced the overall project team: Project Management, Functional and Technical Leadership, and Change Management.

The Phase 1 implementation began in May 2008 and was successfully completed on-time in December 2008, in time for the January 2nd payroll for 2,500+ employees. Together, Broome County and CedarCrestone accomplished the Phase 1 implementation goals through a strong and committed team-based partnership, an effective change management and communications program, and a continual knowledge and skills assessment program.

The Phase 1 implementation resulted in measurable process and cost efficiencies and established a solid foundation for expanding and optimizing functionality and service delivery. Both the PeopleSoft system and the implementation knowledge gained by the Broome County team are considered key critical elements in allowing Broome County to pursue a future shared services program.

FUTURE PHASES

Broome County will continue to execute their implementation roadmap in the following phases:

- **Phase 1A** – Shared Services Strategy, Audit Controls Assessment & Optimization.
- **Phase 2** – Financials implementation (General Ledger, Budgets, Accounts Payable, Purchasing, and eProcurement) and HCM eApps Implementation (eProfile, ePay, eBenefits).
- **Phase 2A** – Projects, Grants, and Time & Labor Implementation.

Based on demonstrated knowledge, skill, and exceptional performance in the Phase 1 implementation, Broome County has extended its partnership with CedarCrestone to implement the future phases taking place between February 2009 and March 2011.

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contact@CedarCrestone.com
866.827.3786

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