

Three Years Later Hosting Continues to Add Value to the City of Milwaukee's Core Business Operations



ABOUT CITY OF MILWAUKEE

Milwaukee lies on the western shore of beautiful Lake Michigan, about 80 miles north of Chicago. It is Wisconsin's largest city, with a population of approximately 600,000, and is at the center of a metro area of over 1.5 million persons. PeopleSoft was first selected by the city in 1997, with financial and HR applications going live in 1999. Enterprise applications are supported and maintained by the City's Information & Technology Management Division, which leads the City in identifying and implementing operational efficiencies and cost reductions through the intelligent business application of technology solutions.

THE CHALLENGE

The City was interested in getting more value out of its PeopleSoft systems, rather than simply maintaining and upgrading existing functionality. Adding more value would require funds, personnel or bandwidth to pull them out of the maintenance game, which the City did not possess. In 2004 the City decided to enter into an RFP process for a hosting partner after they identified the need to reposition its focus from application maintenance and support to delivering services that were central to City operations. The City recognized that hosting would not only offer them a way to re-align their internal resources to more value-adding positions, but hosting also promised to reduced their total cost of ownership and enhance system capabilities.

Prior to moving forward with a hosting partner, the City had a history of less than successful engagements and found in CedarCrestone a partner committed to sharing risk and delivering on expectations. Significant trust was put in place between both parties during two successful projects including an upgrade of PeopleSoft Financials 7.5 to 8.8. which commenced on April 2004 on-time and on-budget.

THE SOLUTION

After an extensive open and competitive bidding process, CedarCrestone, Crestone at the time, was chosen as the City's hosting and application support partner which resulting in a transitioning of the City's PeopleSoft applications to the CedarCrestone Managed Services Center (CMSC). The five-year contract defines specific performance metrics that the CMSC is held accountable for meeting. Benefits the City expects to achieve from hosting include guaranteed system up-time, robust disaster recovery services, enhanced system security and increased productivity from realigned staff.



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| Industry | Public Sector |
| Modules | PeopleSoft HR: Benefits Administration, Human Resources, Payroll PeopleSoft Financials: Accounts Payable, Accounts Receivable, General Ledger, Inventory, Purchasing |
| Services | Upgrade, Hosting |
| Project | CedarCrestone is hosting the City's HR/FIN environments as well as upgraded PeopleSoft Financials 7.5 to 8.8 |
| Client since | 2002 |

"Hosting of our PeopleSoft applications by CedarCrestone has delivered as promised to reduce our cost of ownership, provide a high degree of availability with strong performance metrics, and free up resources for other value-added opportunities. We value the relationship very highly and have not been disappointed."

Randy Gschwind
Chief Information Officer



HOSTING PROMISES REMAIN STRONG

Three years later, the City and CedarCrestone's relationship still maintains strong. Since hosting began the City has been able to role out functionality that is important to their business needs at an excelled pace and at the same time saving significant dollars while stabilizing its operational budget with no headcount reduction. CedarCrestone's service level agreements have continues to ensure that system performance is consistently high. The hosting solution the City chose three years ago has helped them break the maintenance trap so often associated with ERP implementations.

CedarCrestone: Turning Software into Solutions

Analyze • Strategize • Design • Implement • Deploy • Upgrade • Manage • Optimize • Host

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About CedarCrestone

CedarCrestone delivers real client success by providing consulting, technology, and managed services for the deployment, management, and optimization of Oracle applications and technology.