

## Adams County

### The Customer

- **Industry:** Government
- **Geographics:** County seat in Brighton, CO with 14 offices distributed around county
- **Revenues:** \$283 Million
- **Employees:** 1,600

### JD Edwards EnterpriseOne Products

- Financial Management
- Human Capital Management
- Technology Foundation (Collaborative Portal and Web Client)

### Implementation Team

Internal staff, AMX, and independent consultants.

### Customer Service Level

Standard

"The Web Client really works; it's pretty slick. It makes perfect sense to move your organization to the web so you don't fall behind."

### Alan Vannice

Applications Manager  
Affiliated Computer Services, an IT outsourcing partner of Adams County

### Business Challenge

Faced with poor performance using Citrix terminal services, and with maintenance issues due to having offices in 14 different locations, Adams County wanted to move key functionality to a web client. Additionally, the county's strategy involves moving increasingly to employee and manager self service.

### JD Edwards EnterpriseOne Solution

Adams County is rolling out Oracle's JD Edwards EnterpriseOne Web Client (powered by WebSphere Application Server) department by department, and plans to implement the PeopleSoft EnterpriseOne Collaborative Portal (based on the industry leading IBM WebSphere Portal) soon after.

### Business Benefits

- Standardizing on JD Edwards EnterpriseOne Web Client results in reduced maintenance hassles and reduced costs.
- JD Edwards EnterpriseOne Web Client improves system performance.
- Employee and manager self-service through JD Edwards EnterpriseOne Collaborative Portal frees up HR personnel to perform more value-added, strategic activities.
- JD Edwards EnterpriseOne Collaborative Portal provides single point of entry to the County's more than 50 applications.

### Adams County Moves to the Web

#### JD Edwards EnterpriseOne Web Client

Adams County first loaded the JD Edwards EnterpriseOne Web Client into a test environment. After two months of testing to verify that the solution was a good fit for the government's needs and that it would be able to support the system, the IT group, which is outsourced by Adams County to Affiliated Computer Services (ACS), began rolling the web client out to users.

The rollout was done by application; the first functionality to be rolled out was mostly in the financial areas of purchasing, accounts payable, and voucher entry. However, as Applications Manager Alan Vannice explains, "Our plan is that eventually, not only financials but also HR, and pretty much everything, will be available through the Web Client."

The JD Edwards EnterpriseOne Web Client is being deployed in an infrastructure consisting of an iSeries V5R2 for the Enterprise Server; a Windows 2000 JAS server; WebSphere Application Server 4.05; JD Edwards EnterpriseOne Service Pack 22; and OneWorld XE. One hundred users are set up, with the maximum usage load at any one point in time currently anticipated as 35 users.

Today, Adams County is operating in a mixed environment of Citrix clients, fat clients, and the JD Edwards EnterpriseOne Web Client. Vannice and his team are in the process of rolling out the JD Edwards EnterpriseOne Web Client to more and more users. The plan is to gradually eliminate the Citrix clients, reduce the number of fat clients, and standardize on the JD Edwards EnterpriseOne Web Client.

“We’ll save money with the Web Client,” says Vannice. But frankly, money isn’t the only issue. We’re going with the Web Client because thin clients are a headache. Fat clients are a headache. We want HTML—it’s just so much easier to take care of. The Web Client has completely lived up to my expectations. It’s going to be a lot easier for me to support.”

Senior Software Specialist Brian Dobbins adds: “We’re geographically distributed, with offices in 14 different build-ings around Adams County. It’s been great, the ease with which we’ve been able to deploy the Web Client out to all these locations—because there’s hardly any configuration at all you have to do on the client side. All you really need is a browser, a shortcut to the server.”

Vannice adds: “And not only is it easier to get people up and going, but it’s also faster: the performance is flat-out better. Plus, because it seems that the development that PeopleSoft is concentrating on right now is going to be all focused towards the Web Client, and they’re getting away from the Windows client altogether, I think it makes perfect sense to jump on board and move your organization to the web so you don’t fall behind.”

### **Collaborative Portal**

Adams County plans to implement the JD Edwards EnterpriseOne Collaborative Portal. The most important benefit of the portal will be its employee and manager self-service functionality. “Our HR department constantly feels like they’re overloaded,” Vannice says. “We want to move strategically toward self service, and the Collaborative Portal and Web Client will be a huge help with that.”

Another benefit of the JD Edwards EnterpriseOne Collaborative Portal is that it will serve as the single entry point for applications. Says Dobbins, “Adams County has more than 50 applications, and from a management perspective it will be great to have them all in one point of entry.” The County plans to implement the portal’s collaborative tools such as IBM Lotus Sametime, QuickPlace, and shared calendars. Vannice says, “We’re still in the early stages, but we’re excited about the portal.”