



City of Redmond  
Redmond, WA  
[www.redmond.gov](http://www.redmond.gov)

#### Industry:

Public Sector

#### Employees:

700

#### Oracle Products & Services:

JD Edwards EnterpriseOne  
Financial Management  
Human Resources  
Payroll

#### Oracle Partner:



AMX International  
[www.amxinc.com](http://www.amxinc.com)

**“With Oracle applications and AMX International’s expertise, the City of Redmond is poised to move forward as technology changes and continually impacts the way we do business.”** – Linda Hermanson, Information Services Manager, City of Redmond

## City of Redmond Replaces End-of-Life Systems to Update Technology Platform

Redmond, a suburb of Seattle with a population of 49,000, prides itself for its high quality of life with good schools, a healthy economic base, a parks system that provides a variety of active and passive recreational opportunities, diverse offerings for shopping and dining, safe neighborhoods, and an emphasis on quality development and protection of the natural environment.

### Challenges

- Replace a de-supported IT platform that could not incorporate new capabilities to support the city’s evolving business-process needs
- Eliminate reliance on system workarounds, in which users often exported data and handled functions outside the system
- Improve and extend capabilities of human resources management system
- Effectively manage the increasing complexity of data security standards and reporting requirements

### Solution

- Completed a phased implementation of JD Edwards EnterpriseOne applications for financial management, human resources and payroll
- Relied heavily on the expertise of AMX International to efficiently implement system and retrain users
- Established an up-to-date information platform that can be managed by the city’s existing lean IT department
- Reduced manual intervention and business processes by enabling electronic transfer of information
- Established flexible platform that enables IT staff to take advantage of technology for continual business process improvement