

INFORMATION TRANSFORMS

Empowering State and Provincial Governments
Oracle Public Sector Customers





ORACLE IS THE INFORMATION COMPANY

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Streamline Government Services

By deploying world-class Oracle software, state and provincial governments can significantly streamline their operations while delivering better and more innovative service to their constituents.

Oracle is the leading provider of enterprise applications for state and provincial governments. In fact, governments in all 50 U.S. states and nearly every Canadian province and territory use Oracle technology as part of their IT solutions. In total, more than 1,500 local and national government organizations run Oracle Applications. And a significant number of these states, provinces, and territories run Oracle software as the key accounting, financial management, and human resources platform across all their agencies.

With Oracle, you can improve efficiency, decision-making, and accountability. At the same time, you can reduce operational costs and provide enhanced services to employees and constituents. With Oracle's integrated, open solutions, you gain real-time access to critical data, streamline agency processes, and leverage technology that furthers your mission. Oracle offers a comprehensive solution that integrates data from across all your departments—from human resources and financial management to procurement and case management.

The many successful state and provincial deployments attest to Oracle's commitment to serving your technology needs with a powerful combination of technology and comprehensive, preintegrated business applications—including key functionality built specifically for the public sector.

For example, Oracle's public sector solutions support the accounting needs of public agencies, including budgetary, fund, and encumbrance accounting. In addition, these solutions meet Section 508, Governmental Accounting Standards Board (GASB), and other standards.

Provide Trusted Financial Management

Managing government budgets is a huge challenge, given the many agencies involved, the wide variety of financial transactions, and the stringent needs to report on how public resources are managed.

North Dakota's decision to upgrade to Oracle's PeopleSoft Enterprise Financial Management addressed the need for compliance with the GASB Statement 34, which requires transparency and usability of state financial information through rigorous new financial reporting standards. To comply with this directive, North Dakota has standardized on a single source of financial truth.

"So much more information is needed for GASB Statement 34," says Pam Sharp, director of the Office of Management and Budget for the State of North Dakota. "Before, we downloaded information from our mainframe system and manually typed the financial data into spreadsheets. It still didn't provide all the information we needed. The integrated reporting system makes our lives much easier."

The State of Nebraska replaced an inflexible 30-year-old legacy bookkeeping system that operated as a basic checkbook with a flexible, regularly maintained accrual-accounting package that fits the changing needs of an annual US\$8 billion operation.

"Oracle's JD Edwards EnterpriseOne ERP applications consolidate purchasing systems and allow agencies to see how much money is being spent with which vendors for what products," says Gerry Oligmueller, director of the Department of Administrative Services for the State of Nebraska. "The system has automated the process for the requisition of goods and services and provides the ability to track the progress of the requisition."

Manage Human Resources for Strategic Investment

Several Oracle government customers have seen significant improvements in their ability to more efficiently manage human resources issues, from benefits administration to payroll processing. For example, the Commonwealth of Massachusetts issues 90,000 paychecks every other week—thanks to PeopleSoft Payroll software, which automates routine tasks so the state comptroller’s office can effectively take on such a large task. By using PeopleSoft Human Resources and Payroll applications, it is now possible to model retirement programs for the various state labor contracts. “As the administration is negotiating collective bargaining agreements, they’re able to forecast costs of different offers during the bargaining process,” says Martin Benison, state comptroller of Massachusetts.

The State of Kansas has used PeopleSoft technology to implement employee self-service, reducing the work involved in issuing duplicate W-2s and giving employees more authority over their own transactions. Using Oracle has saved money, notes Connie Guerrero, the Division of Personnel Services manager of information services, while offering many key benefits. “Over the years, Oracle’s PeopleSoft applications have given the state the flexibility to adapt to changing legislative mandates, evolving technology, organizational goals, program funding, and business demands,” she says.

Procure with Fiscal Responsibility

State and provincial governments use Oracle procurement applications to automate the entire procure-to-pay process with out-of-the box integration. This solution provides strong financial controls that help reduce maverick spending.

The Province of British Columbia uses Web-enabled Oracle iProcurement to allow customers to initiate requisitions, create purchase orders, record receipt of goods and services, process invoices, and generate payments to suppliers. This has reduced purchasing-to-payment cycle times, errors, and duplication of effort.

Another state, Nebraska, uses JD Edwards EnterpriseOne ERP applications to obtain better pricing through discounted terms. “Default discount terms are set for those vendors who offer discounts, and the system automatically figures what date to pay the invoice to meet the terms,” says Oligmueller.

Collaborate for Efficient Issue Resolution

The Province of British Columbia and the states of Nebraska and North Dakota have used Oracle as the technology platform for consolidating government services, including financial management and reporting, payroll and benefits administration, and human resources management.

One state, North Dakota, has consolidated its government and public education systems onto a single platform using PeopleSoft Financial Management, PeopleSoft Human Capital Management, PeopleSoft Student Administration, and government and campus portals. "The workflow and user-based authorization controls are exactly what we need and fit perfectly with how we are changing the way we do business based on best practices," says the State of North Dakota's Pam Sharp.

Integrate Information for Critical Business Decisions

Gaining benefits in a single area is good; improving efficiency and initiating better services across multiple areas is even better. That's why the State of Delaware has increased efficiencies by using PeopleSoft Human Capital Management and PeopleSoft Payroll systems for its state agencies, educational institutions, and legislative bodies. "Where it previously took days or weeks for our agencies to produce reports, we now get them in just a matter of minutes to hours," says Trisha Neely, director of Delaware's Division of Accounting.

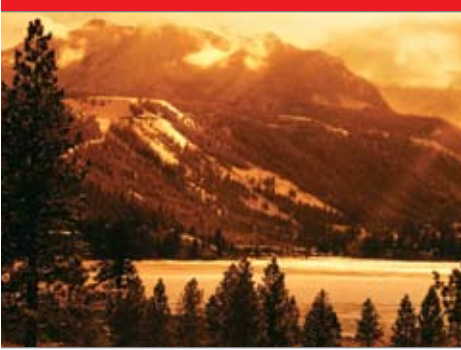
Thanks to its Oracle systems, the State of Kansas has a rich database of employee, payroll, and benefits data easily available to it. "We get a lot of requests during our legislative session from legislators and reporters, and we are able to respond in a very quick and timely manner because of having this application," says Information Services Manager Connie Guerrero.

Discover How Oracle Can Help You

These are just some of the many examples of how Oracle technology is letting state and provincial governments work smarter. The case studies that follow this introduction show in more detail exactly how Oracle technology empowers state and provincial governments to deliver better, more-efficient services within their agencies and to their constituents.

To learn more, visit oracle.com/government or call **+1.800.ORACLE1** to speak to an Oracle representative.

Province of British Columbia



“The goal of our partnership with Oracle is to drive value for the system, with the potential to deploy a common set of applications across the entire public sector in British Columbia. As we move forward to include more sectors, such as health and education with the government sector, the economy of scale will be extremely beneficial.”

Eulala Mills-Diment, Executive Director for Provincial HRMS Partnership Branch of Ministry of Labour and Citizens' Services, Province of British Columbia

Oracle Customer:

Province of British Columbia

Victoria, BC
www.gov.bc.ca

Industry:

Public Sector

Employees:

31,000

Oracle Products and Services:

- Oracle Financials
- Oracle Internet Expenses
- Oracle iProcurement
- PeopleSoft Human Capital Management
- PeopleSoft Payroll for North America
- Oracle Application Server Portal
- Oracle Database
- Oracle Discoverer
- Oracle Warehouse Builder

The Province of British Columbia Ministry of Labour and Citizens' Services hosts the government's shared IT services environment for financial and human resource applications. The Province's ministries, crown corporations, and independent agencies have access to the Ministry of Labour and Citizens' Services hosted IT environment. The Province has used Oracle's products since 1995.

Challenges

- Centralize multiple financial and human resources systems to consolidate reporting and increase accuracy of data
- More easily manage CA\$25 billion in payments and 11 million transactions, annually
- Better meet the needs of all broader public-sector government customers and clients, each with unique business processes

Solution

- Consolidated more than 40 legacy human resource systems into a single instance of PeopleSoft Human Capital Management
- Human resources deployment laid the foundation for paperless payroll that ultimately saved 40 to 50 percent in processing costs for distributing biweekly payroll checks to 31,000 employees
- Employees use self-service to access payroll records and conveniently make charitable contributions online
- Standardized financial systems of 20 public sector groups, each with unique processes, onto Oracle Financials
- Allowed reporting to the public much earlier than in the past
- Enhanced reporting to support program management and strategic decision-making
- Web-enabled Oracle iProcurement allows customers to initiate requisitions, create purchase orders, record receipt of goods and services, process invoices, and generate payments to suppliers

State of Delaware



“Where it previously took days or weeks for our agencies to produce reports, we now get them in just a matter of minutes to hours using PeopleSoft Enterprise applications.”

Trisha Neely, Director, Division of Accounting, State of Delaware

Oracle Customer:

State of Delaware

Dover, Delaware
www.delaware.gov

Industry:

Public Sector

Employees:

38,000

Oracle Products and Services:

- PeopleSoft Financial Management
- PeopleSoft Human Capital Management
- PeopleSoft eBenefits
- PeopleSoft Payroll for North America
- Oracle User Productivity Kit
- Oracle Database

The State of Delaware has increased its efficiency by using PeopleSoft Human Capital Management and Payroll systems for its state agencies, educational institutions, and legislative bodies. The state’s Department of Technology and Information hosts PeopleSoft applications in an environment that is used by Delaware’s workforce. After relying on those systems for more than five years and benefiting from two upgrades, the state is now building on that investment by implementing PeopleSoft Financial Management as the statewide financial management system. Prior to the PeopleSoft deployment, Delaware faced several challenges.

Challenges

- Replace homegrown, paper-based human resources systems that had inadequate data to efficiently drive the state’s payroll and benefit systems
- Replace disjointed, standalone processes for human resource management and improve data reporting

Solution

- Hosts PeopleSoft Human Capital Management, including PeopleSoft Payroll, for all state agencies, making Delaware the only state to include its K-12 school districts on the same system
- Eliminates redundant data entry due to data integration
- Manages nearly 100 benefit plans on a single system
- Adopting the best practices that are built into PeopleSoft software helps payroll processes flow more smoothly
- Requires no special skill for ad hoc report generation, which can easily be performed using PeopleTools

State of Georgia



"Our agencies like using Oracle's PeopleSoft Enterprise Financials and Human Capital Management to easily run queries and load data into Excel spreadsheets. It has allowed them to do their own reports for management. Once they're ready for the final budget, we push the data directly into PeopleSoft, so they don't have to rekey it. That's been a time-saver for them."

Sherrie Southern, Director of Financial Systems for the State Accounting Office, State of Georgia

Oracle Customer:

State of Georgia

Atlanta, Georgia
www.georgia.gov

Industry:

Public Sector

Employees:

100,000+

Oracle Products and Services:

- PeopleSoft Financial Management
 - Purchasing
 - Payables
 - Receivables
 - Asset Management
 - General Ledger
 - Project Portfolio Management
 - Commitment Control
- PeopleSoft Human Capital Management
- PeopleSoft Payroll for North America
- Oracle Database
- Oracle User Productivity Kit

The State of Georgia hosts PeopleSoft Financial Management for 74 state agencies and PeopleSoft Human Capital Management for 80 agencies that use the centralized applications for payroll and human resource management. The centralized payroll system issues payroll checks to 70,000 employees each month. Georgia has used Oracle's products since 1999.

Challenges

- Required a GUI-type front-end, client-server system that was Year 2000 compliant
- Replaced in-house developed software with a commercial off-the-shelf solution without extensive business process reengineering

Solution

- Deployed PeopleSoft Financial Management for 74 agencies and PeopleSoft Human Capital Management for 80 agencies, meeting deployment deadlines and without missing a payroll or vendor payment
- Built an infrastructure that met the agencies' needs in a central data center
- Agencies can more easily run their own queries using centralized data and can extract more data compared to previous legacy system
- Easily imports spreadsheet data into PeopleSoft Financial Management without rekeying, which saves time in budget preparation
- Self-service features of PeopleSoft Human Capital Management provide employees with the convenience of entering their own data rather than submitting paper forms
- Uses PeopleSoft Human Capital Management to issue paychecks to 70,000 employees, making semimonthly, monthly, and some weekly payrolls, and on average writing 125,000 payroll checks per month
- Ability to run and build queries against the data assists auditors with audit process
- Used the Oracle User Productivity Kit for centralized development, maintenance, and updating of online training that is delivered to employees' desktops, at their convenience

State of Kansas



“Over the years, Oracle’s PeopleSoft Enterprise applications have given the state the flexibility to adapt to changing legislative mandates, evolving technology, organizational goals, program funding, and business demands.”

Connie Guerrero, Manager of Information Services, Department of Administration, State of Kansas

Oracle Customer:

State of Kansas

Topeka, KS
www.kansas.gov

Industry:

Public Sector

Employees:

52,000

Oracle Products and Services:

- PeopleSoft Human Capital Management
- PeopleSoft Payroll for North America
- Oracle Database

The State of Kansas Department of Administration strives to carry out its mission to provide quality services responsibly and fulfill its promise to satisfy customers with innovative, value-driven services. This mission, coupled with the state’s tradition of fiscal responsibility, is reflected in its decision to centralize its human resources management applications for economy and efficiency. Kansas has used PeopleSoft Human Capital Management applications since 1994.

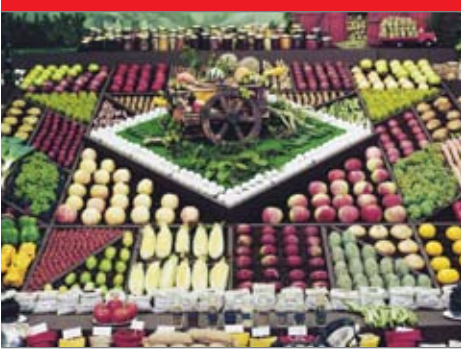
Challenges

- Replace legacy, custom-built system with an off-the-shelf solution
- Improve business processes and eliminate paperwork
- Cut costs for payroll distribution

Solution

- Provides centralized infrastructure as part of the Department of Administration’s shared services strategy, hosting PeopleSoft Human Capital Management for 102 state agencies
- Updated software over time to take advantage of evolving technologies, such as Web-based architecture, built-in best practices, and legislative compliance updates
- Cuts IT management costs through Web-based deployment
- Relies more on technology and less on paper by issuing paperless paychecks to 90 percent of the state’s employees
- Implemented employee self-service to reduce labor involved in issuing duplicate W-2s and to grant employees more authority over their own transactions
- Re-engineered business processes and synchronized pay deductions with pay cycles for 52,000 employees to reduce five pay cycles to one
- Responds quickly to requests from legislature, press, and public using extensive reporting capabilities built into PeopleSoft Human Capital Management

Commonwealth of Massachusetts



“Previously, when tax laws changed, we had to manually update our applications. Now, Oracle takes responsibility for its application updates to ensure compliance with the most current laws related to withholding and tax reporting.”

Martin Benison, State Comptroller, Office of the State Comptroller,
The Commonwealth of Massachusetts

Oracle Customer:

Commonwealth of Massachusetts

Boston, MA
www.mass.gov

Industry:

Public Sector

Employees:

90,000

Oracle Products and Services:

- PeopleSoft Human Capital Management
 - Payroll for North America
 - Human Resources
 - Time and Labor
 - Benefits Administration
 - eBenefits
 - ePay
- Oracle Database

The Commonwealth of Massachusetts runs PeopleSoft Human Capital Management as the centralized payroll and human resources system for 152 agencies including the legislative and judicial branches of government. Prior to deploying PeopleSoft applications in 1999, the state faced several challenges.

Challenges

- Consolidate several disparate payroll systems with an integrated human resources compensation-management system
- Perform data analyses to create a variety of models used for collective bargaining with unions and for modeling workforce changes during tight economic times
- Provide easy access to consolidated employee records for informed decision-making
- Deliver employee self-service, allowing employees to change personal data, access pay stubs online, and enroll in multiple payroll deductions at their own convenience
- Deploy with minimum customization for ease in staying current with tax laws and technology

Solution

- Chose PeopleSoft Human Capital Management for its tight integration between the Payroll and Time and Labor applications and to provide self-service human resources
- Uses system to manage workforce, using automated mass position transfers
- Enables state to use data modeling to strategically determine total cost of union proposals
- System updates from Oracle make it easier to stay current with tax laws, eliminate manual updating of applications, and increase accuracy in tax reporting
- Distributes 104,900 paychecks biweekly (including 27,700 in the University of Massachusetts system), most issued electronically to save printing and mailing costs
- Deployment presented an opportunity to adopt best practices in policies and procedures

State of Nebraska



"Oracle's JD Edwards EnterpriseOne ERP application has provided the State of Nebraska a more efficient manner to analyze financial activity. The information in the system is on-line and real time replacing a legacy overnight batch system. The reporting capabilities of the system have been a real positive. The state can now report on information never possible in the past."

Gerry Oligmueller, Director of the Department of Administrative Services for the State of Nebraska

Oracle Customer:

State of Nebraska

Lincoln, NE
www.nebraska.gov

Industry:

Public Sector

Employees:

18,000

Oracle Products and Services:

- JD Edwards EnterpriseOne Customer Relationship Management
- JD Edwards EnterpriseOne Financial Management
- JD Edwards EnterpriseOne Human Capital Management
- JD Edwards EnterpriseOne Manufacturing
- JD Edwards EnterpriseOne Supply Chain Management
- JD Edwards EnterpriseOne Supply Management

The State of Nebraska's Department of Administrative Services coordinates and administers the wide range of services required for managing the state's government, including information management. Since 2003, the department has hosted a centralized deployment of JD Edwards enterprise resource planning (ERP) applications. Each of the state's 82 agencies has ownership in the system.

Challenges

- Deploy a financial system capable of efficiently managing US\$8 billion a year of the state's expenditures
- Centralize HR information for 82 agencies, many of which relied on spreadsheets rather than technology

Solution

- Replaced inflexible bookkeeping system with a flexible accrual-accounting solution that fits changing needs of a state government that spends US\$8 billion a year
- Provides easily accessible, detailed history of transactions
- Reduces amount of paper used for conducting state business
- Reduces time to process transactions
- Eliminates redundant data entry and shadow systems
- Reduces data-entry errors through employee self-service entry
- Obtains better pricing for the state through use of discounted terms
- Allows secured, controlled access to confidential data
- Provides decision-makers with reporting without specialized computer knowledge and simplifies mandated reporting
- Simplifies GASB Statement 34 and Comprehensive Annual Financial Report (CAFR) reporting

State of North Dakota



"PeopleSoft workflow and user-based authorization controls are exactly what we need and fit perfectly with how we are changing the way we do business based on best practices. Instead of using paper, most vouchers and authorizations are done online."

Pam Sharp, Director of the Office of Management and Budget, State of North Dakota

Oracle Customer:

State of North Dakota

Bismarck, North Dakota
www.nd.gov

Industry:

Public Sector

Employees:

16,000

Oracle Products and Services:

- PeopleSoft Financial Management
- PeopleSoft Human Capital Management
- PeopleSoft Student Administration
- PeopleSoft Portal
- Oracle Consulting

North Dakota is the only state in the U.S. that uses integrated systems to run all its state agencies and higher education institutions.

Challenges

- Deliver world-class services with limited resources
- Eliminate heavy reliance on manual, paper-based business processes
- Replace legacy systems with Web-based services

Solution

- Eliminated 200 state agency and student administration systems that used 20-year-old mainframes and manual solutions
- Saved nearly US\$9.9 million annually by decommissioning legacy systems and continuously improving processes
- Improved services to North Dakota citizens, students, and businesses with real-time information, a single source of truth, and integrated processes
- Enforced business rules automatically in every transaction, eliminating costly paperwork, errors, and delays
- Gave legislators access to detailed financial and performance information used to make key legislative decisions
- Integrated workflow, allowing the state to define its own business processes for activities such as hiring employees and registering students
- Eliminated painstaking payroll processes of previous disparate systems
- Facilitated the State's receiving one of 10 Explorer E-Gov Awards in competition with more than 250 nominations from around the world



Oracle Corporation

Worldwide Headquarters

500 Oracle Parkway
Redwood Shores, CA
94065
U.S.A.

Worldwide Inquiries

Phone
+1.650.506.7000
+1.800.ORACLE1

Fax
+1.650.506.7200

oracle.com

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