



Taylor, Michigan, Overcomes the challenges of 2020 with Oracle Fusion Cloud ERP and EPM

Replacing legacy systems with a move to Oracle Cloud helped the municipality improve budgeting, reporting, and procurement processes, while also modernizing operations.

INTRODUCTION

The city of Taylor, Michigan, is a Detroit suburb of less than 65,000 residents, with a local government of around 300 full-time employees and an operating budget of \$90 million. Like most organizations worldwide, the City of Taylor municipality was affected by the coronavirus restrictions in 2020, which imposed working from home, changing work locations, and declining revenues. But the city was fortunate to have already started the process of replacing a 20-year-old ERP system.



CHALLENGES

A public sector organization with typical legacy system issues

In addition to the more recent pandemic-related struggles, Taylor faced the common strains caused by an aging legacy system. One example of the difficulties is that the city struggled in reconciling its “due to” and “due from” accounts in interfund accounting—a process that could take a day or longer. Another example is that the city had been using Excel and other legacy systems for its budgeting processes, which was inefficient and nonstandardized. Both of these examples created unnecessary inefficiencies in a system that negatively impacted organizational effectiveness and kept the city from running important functions smoothly.

IMPLEMENTATION

ERP and EPM applications in place at just the right time

The city decided to move to a modern, cloud-based solution to optimize financial reporting, fixed assets, procurement, and general ledger processes and to leverage new technologies with automatic updates. After a careful evaluation of cloud ERP solutions, they selected Oracle Cloud Enterprise Resource Planning (ERP) and Oracle Cloud Enterprise Performance Management (EPM) in 2018. The city turned to HTC-owned Ciber Global for help managing its transition to the cloud. The implementation was already underway when COVID-19 hit, but the team quickly adapted to remote working with an aggressive—but focused—game plan. As a result, the go-live date was delayed by only four weeks, and the City of Taylor went live on Oracle Cloud ERP and EPM in May 2020.



“We wanted to make sure we got it right before we launched, so we took our time. The integration capabilities of the Oracle Cloud applications are second to none, and using Oracle Cloud Integration, we were able to interface to payroll and other systems, which is one of the reasons we liked Oracle. Integration is key.”

—*Jason Couture*
CFO, City of Taylor



ACHIEVEMENTS

Multiple areas appreciate the benefits that Taylor reaps from its Oracle deployment

Accounting

The City of Taylor found that Oracle's chart of accounts was very customizable and could accommodate Michigan's uniform chart of accounts and its own specific needs. Where the organization faced challenges in its interfund accounting processes that often took more than a day to complete, Oracle delivered in a matter of minutes.

Budgeting

Taylor's budgeting processes were also in need of an overhaul. It had previously been using Excel and other legacy systems to complete budgets, which was inefficient. CFO Jason Couture reported that the use of Oracle EPM's Planning and Web Forms made the process almost 40% more efficient, enabling real-time data access throughout the year.

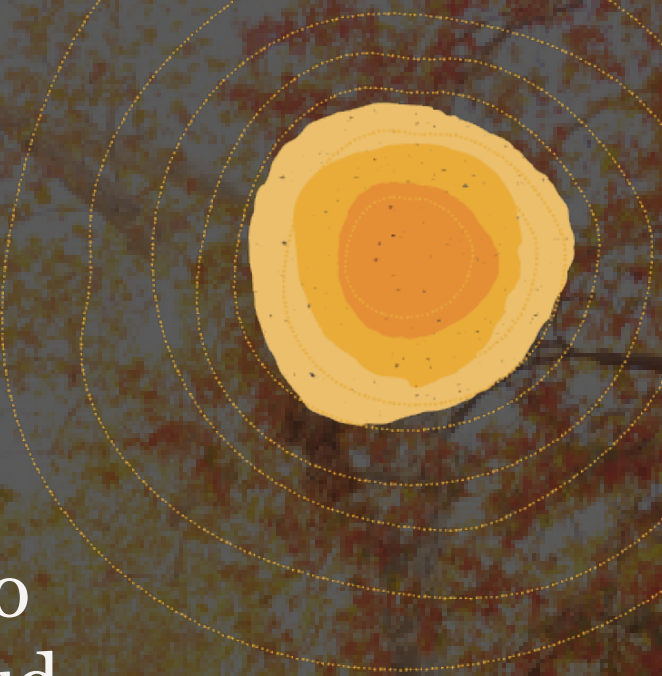
This has made life much easier for users at all levels, from the mayor to the city council. The city's approval processes are set up on a department basis and at the individual level when required. Employees are only granted access to their specific area, which keeps data secure.

Procurement

Procurement has also improved drastically since Taylor implemented Oracle Cloud ERP. Executives find that using the Oracle procurement system is similar to procuring from Amazon, which is much easier for people who work out of the office. Remote employees can make requests from their phones, which makes things more efficient and more reportable for the city.

Reporting

The City of Taylor understands that reporting is another great capability of Oracle. Whether it's bondholders or elected officials who need a specific report, the ability to customize and create report formats in Oracle is something the city hasn't seen in other systems. Ciber helped create reports that the city required for departments and individuals throughout the organization.



“It was Ciber’s honor to participate as the cloud implementation partner in the City’s digital transformation journey. Both teams demonstrated flexibility and nimbleness in quickly changing our implementation approach to accommodate the restrictions imposed upon us by COVID and were able to complete the initiative in a timely manner.”

—*Anand Sinha*
VP Oracle Practice of Ciber

Jason Couture, Chief Financial Officer with the City of Taylor explained that Oracle EPM allowed all the data to be used in a single system. Users can run reports and view budgets for every department, and everyone involved is happy with the efficiency of the process.

KEY PARTNERSHIP

Remote implementation facilitated by a reliable third party

Ciber played a key role throughout the migration process, guiding the team with best practices, management strategies, and automation tools, such as Express Migration on Cloud (eMOC) and QconnectIT. The Ciber team and the city were able to be productive while working remotely by conducting meetings through Zoom and using Oracle's online public sector community, Oracle Cloud Customer Connect, to leverage the knowledge and experience of other customers going through similar implementations.

REACTIONS WITHIN THE ORGANIZATION

Oracle Fusion Cloud ERP and EPM receive all-around appraisal

By December 2020, elected officials were working with the new cloud EPM system. Feedback has been positive, especially during the planning and budgeting cycle. After using spreadsheets and paper that were hard to follow across multiple versions, the city gained a clear financial picture and greater efficiency. The flexibility of the cloud proved extremely valuable when the team started working remotely. Now, employees can log in on any device, from anywhere. And in the future, the municipality plans on leveraging next-generation technologies that will further optimize operations.



Read more case studies, research, and insights

[Learn more](#)

ORACLE

Copyright © 2021, Oracle and/or its affiliates. This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission. Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

