



## CASE STUDY

# City of High Point



*"Lawson provided the best functionality for our long-term needs along with the tools and best practices to help us drive business process improvements."*

Pat Pate

Assistant City Manager and Executive Committee Chairman of High Point, NC

### Organization Profile City of High Point, NC

#### Solution Profile

##### Applications Implemented:

- Lawson Financials, Human Resources, Employee and Manager Self-Service
- MHC Printing
- BSI TaxFactory
- CyberShift 3G
- CyberShift Workforce Management

#### Environment:

Database: Oracle 10g  
Hardware: SUN Solaris  
Operating System: UNIX

[www.high-point.net](http://www.high-point.net)

### SUMMARY:

The City of High Point was in need of a centralized, automated system in which information could be easily accessed and shared. The legacy system could only be supported by a limited number of internal IT staff and did not provide the latest advancements in technology.

They chose Lawson Software, with CIBER as the system integrator, to achieve their goal of an advanced, consolidated system that would provide greater efficiency and increased productivity.

### CHALLENGE:

High Point is located in the Piedmont Crescent region of North Carolina in Guilford County. Together with Greensboro and Winston-Salem, High Point anchors the Piedmont Triad Region with a population of 1.4 million. Home of the semi-annual International Home Furnishings Market, the largest wholesale finished goods home furnishings market in the world, High Point has a tremendous impact on the economy of the entire Piedmont Triad. An average of 70,000 retail home furnishings buyers, manufacturers, sales representatives, interior designers, and news media attend each market held in April and October of each year. All 50 states and more than 112 foreign countries are represented at these markets. The annual economic impact on the state is \$1.14 billion and over 13,000 jobs.

The City of High Point needed to move to a consolidated enterprise resource planning (ERP) system to better manage, access, and update important city and official information and to better serve their constituents. At the time, employees for the City of High Point were using different IT systems with manual requirements to accomplish their daily tasks. The time was overdue for the city to advance their systems, capture better efficiencies and increase their productivity output.

The City of High Point worked in conjunction with the Government Finance Officers Association (GFOA) to assess and analyze their processes, communication, customer service, technology, training and administrative needs to get a better understanding of the business and IT environment. Once the City had this clarity, a

request for proposal (RFP) was issued and the ensuing decision was that Lawson Software was the best solution for their business model and requirements.

### SOLUTION:

Lawson was selected by the City of High Point not only because of the system's features, functionality and technical advantages, but also because of its ability to work with dissimilar, non-Lawson systems. According to Pat Pate, Assistant City Manager and Executive Committee Chairman of High Point, "Lawson provided the best functionality for our long-term needs along with the tools and best practices to help us drive business process improvements."

Specifically, the Lawson applications would help the City of High Point:

- Improve their financial analysis and reporting capabilities
- Streamline their purchasing processes
- Eliminate errors associated with manual data entry

Once the City of High Point chose Lawson for their ERP solution, they still needed to find a partner to implement and integrate the Lawson solution with their non-Lawson systems. The City of High Point chose to partner with CIBER.

CIBER was selected for this project because of our close partnership with Lawson, our Lawson experience, knowledge and expertise, and our commitment to meeting project costs, timelines and goals. Since this is a city-funded project, project finances and timelines were under close scrutiny and the City of High Point needed a partner who could meet these accountability and compliance requirements.

CIBER committed dedicated resources to the project to assist the City in identifying process improvements to be implemented within the ERP solution. In addition, CIBER provided a detailed change management plan and a comprehensive education and user training plan early in the implementation cycle. The City relied on CIBER's Implementation Toolkit® as a guide throughout the project. These elements were combined to go "beyond the technology" of standard package software implementation methodologies, and they provided significant support to the success of the project.

### BENEFITS:

This project was named "CHAMPS" for the City of High Point Advancing Municipal Programs and Services. CIBER completed the implementation and integration of the Lawson Finance modules and the benefits the City of High Point achieved with the Finance and HR modules include:

- A reduction of paper processes by using a custom Process Flows program written by CIBER
- A decrease of employee and manager calls to HR due to using the Manager Self Service (MSS) and Employee Self Service (ESS) functionality
- Streamlined operations due to the integration of non-Lawson systems

In addition to the Finance and HR solutions, the CHAMPS project included implementation of an MHC Printing solution, a BSI TaxFactory solution, a CyberShift 3G solution for time, attendance, scheduling and FLSA/FLMA, and the CyberShift Workforce Management solution.

The systems implemented by CIBER enable the City of High Point to operate more efficiently, with reduced manual processes. Operations were streamlined and overall productivity increased as a result.

### LEARN MORE:

To learn more about CIBER, please call us at 800-242-3799 or visit [www.ciber.com](http://www.ciber.com)

### About CIBER, Inc.

CIBER, Inc. (NYSE: CBR) is a pure-play international system integration consultancy with superior value-priced services for both private and government sector clients. CIBER's global delivery services are offered on a project or strategic staffing basis, in both custom and enterprise resource planning (ERP) package environments, and across all technology platforms, operating systems and infrastructures.

Founded in 1974 and headquartered in Greenwood Village, Colo., the company now serves client businesses from over 60 U.S. offices, 20 European offices and four offices in Asia. Operating in 18 countries, with 8,000 employees and annual revenue of approximately \$1 billion, CIBER and its IT specialists continuously build and upgrade clients' systems to "competitive advantage status." CIBER is included in the Russell 2000 Index and the S&P Small Cap 600 Index.

The logo for CIBER, Inc. features the word "ciber" in a bold, lowercase, sans-serif font. The letters "c", "i", and "e" are in a dark blue color, while the letters "b", "r", and the final "e" are in a lighter blue color. A registered trademark symbol (®) is positioned to the upper right of the final "e".

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