

**▶ City of Omaha**

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## ► achieve extended workforce management value.

### Business Issues

As part of a regional government information technology (IT) consolidation, the City of Omaha had attempted to implement a human capital management (HCM) solution from another Tier One vendor. But the new system lacked the functionality and flexibility necessary for the organization to provide high-quality and efficient human resources and payroll services to its nearly 4,000 employees.

To overcome these obstacles, the City of Omaha chose to upgrade their old HCM system to SSA Human Capital Management from Infor.

### The Organization

Omaha is the largest city in Nebraska, one of the leading agriculture states in the U.S. Omaha is an important grain and meat center, serving as a gateway for distributing the state's agriculture products to consumers throughout the U.S. and abroad. The Omaha municipal government has approximately 3,200 full-time, permanent employees and nearly 4,000 during summer months when part-time employees staff city-wide recreational programs. Omaha is in Douglas County and has a cooperative information technology relationship with the county government for financial and human resources government functions.

### What's Critical

The City of Omaha had been a long-time user of the predecessor product to SSA HCM. But as part of a regional government initiative to implement an overall enterprise solution for financial, human resources and payroll functions, a decision was made to adopt an extended solution from another provider.

organization	City of Omaha
solution	SSA HCM, SSA OnePoint Services
product	SSA OnePoint Support, SSA OnePoint Consulting
platform	Dell®
operating system	Windows NT®
database	SQL
industry	Government
employees	4,000
country	USA

The chosen solution, however, was inflexible, required too much duplicative effort and was supported by an inexperienced implementation team. After trying for several months to overcome technical obstacles, the organization decided to look elsewhere.

“We needed a human capital management solution that had a good combination of pre-set structures and flexibility and didn't require massive amounts of customization,” explains Deb Sander, payroll and information systems manager, City of Omaha. “With three separate payrolls to process and numerous human resource management reports to maintain, the new solution would have to handle complexity, but in a way that also allowed us to minimize our costs.”

The new solution would have to have an easy-to-use interface, fast response time and be part of the vendor's long-term HCM strategy so that the organization could count on upgrading its capabilities over time.

### Finding the Right Solution

During discussions about how the city could overcome obstacles with the proposed HCM implementation, Sander recalls saying, “I have a great solution. It's the one we're using right now.” She persuaded other city officials that the best course of action was to upgrade their current system to SSA Human Capital Management, the next generation for their legacy HCM solution, and work with Infor on a long-term upgrade plan.

“Our team was very comfortable with the solution we had because it was efficient with an easy-to-use interface,” Sander explains, adding that it became apparent early in the discussions that Infor was investing in new functionality that would enable the organization to continually improve its back office efficiency and implement new self-service functions that make HR services more efficient for city employees.

The City of Omaha signed a license agreement for the new solution. To leverage its lean, highly skilled internal staff, the city retained the SSA OnePoint Services organization to handle the implementation.

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## ► efficient, cost-effective human capital management.

### Implementing Fast

As part of the implementation plan, the City of Omaha established a virtual private network for use by SSA OnePoint consultants. “They took over the conversion for us,” Sander explains. “With Infor, the process went very smoothly. It was a fantastic experience.”

During the conversion phase, Infor ran a second payroll in parallel with the city which processes two separate bi-weekly payrolls for employees and a monthly pension payroll for more than 2,300 retirees. On the weeks that Sander and her team were not preparing and running a payroll, they worked directly with the functional and technical consultants from Infor.

“The SSA OnePoint Services team is worth its weight in gold,” Sander says. “They know the product forwards and backwards and it made a tremendous difference. Part of what made the implementation such a positive experience was the commitment of the Infor team. They really took the success of the project personally, saying ‘we’re going to make sure this is right’ and they did.”

### Making it Pay

As expected, SSA HCM is contributing to significant improvements in the City of Omaha’s payroll and human resources functions. “SSA HCM is definitely a more efficient, cost-effective solution than what we were going to implement,” Sander says, citing several advantages.

“We can run a payroll, start to finish, in only an hour,” she says, noting that with the other system they tried to implement they were never able to successfully run a complete payroll.

The Web-based user interface with SSA HCM has been well-received by the payroll and information systems staff. “The people responsible for data entry really appreciate the consistent, easy-to-use interfaces in SSA HCM,” according to Sander.

The city and its taxpayers also are accruing benefit. “With SSA HCM, I don’t need a staff of IT professionals to support the product,” Sander says. “The product is so easy to understand and use, the people in our department can take care of most everything.”

As a result of the SSA HCM implementation, the City of Omaha has been able to reduce its payroll and HR functional staff by 15 percent and the IT staff supporting the department by 50 percent.

### Forward Faster™ — Into the Future

The City of Omaha has made a long-term commitment to using SSA Human Capital Management. Sander and her team are currently implementing the latest version as part of an early adopter program. With the implementation of SSA HCM, the city will begin relying on the solution for benefits processing. “The benefits module was greatly improved in the new solution and this will save significant staff time in enrolling people,” Sander says.

“The self-service capabilities will really streamline our delivery of services,” she says. “SSA HCM will put the information into the hands of employees — where it belongs.”

“Infor is a very forward looking company and that’s clearly a benefit to its customers,” says Sander.

### About Infor

Infor delivers fully integrated enterprise solutions for a wide range of industries, as well as best-in-class, stand-alone products that address the essential challenges its customers face in areas such as enterprise resource planning, supply chain planning and execution, customer and supplier relationship management, asset management, product lifecycle management, financial and performance management as well as business intelligence solutions. With 8,100 employees, Infor provides enterprise solutions to more than 70,000 customers and has offices in over 100 countries. For additional information, visit [www.infor.com](http://www.infor.com).

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