



CUSTOMER TESTIMONIAL: LOCAL GOVERNMENT

City Government of Orlando

- 28th-largest and the 16th-fastest-growing metro city in the United States
- Current population of 186,000 is projected to reach 211,000 by 2010 — a 14% increase
- Major U.S. tourist destination with Universal Studios and other attractions
- Key industries include aerospace and electronics manufacturing, citrus, and vegetable farming

“J.D. Edwards was the unanimous choice of our selection committee. They had considerable experience in the government marketplace and demonstrated a flexible solution capable of supporting our continuous process improvement initiative for years into the future.”

*Rob Garner, Comptroller
City of Orlando*

City of Orlando Gives Managers Immediate Access to Budget-Critical Financial Information

Business Driver: More Efficient and Responsive Government

Orlando, the seat of Orange County, Fla., is the 28th-largest and the 16th-fastest-growing metro city in the U.S. Tourism is at the forefront of the local economy, with the Universal Orlando Resort providing a number of attractions, including two theme parks — the Universal Studios motion picture and television theme park and Islands of Adventure, a next-generation theme park. Other key industries in the area are manufacturing and distribution of aerospace and electronic components, as well as citrus and winter-vegetable farming.

The city government of Orlando has been a J.D. Edwards customer since 1998 when it replaced its legacy financial system with J.D. Edwards financial management

modules to integrate accounting and budget monitoring functions, automate financial reporting, and achieve Y2K compliance. Today, every city department — encompassing 400 users in City Hall downtown and at sites within a 20-mile radius — uses the J.D. Edwards financial software. The productivity improvements resulting from the city-wide integration of financial functions will become increasingly important as Orlando's population of 186,000 grows to an estimated 211,000 by 2010.

J.D. Edwards was selected after a review of six enterprise software products, including offerings from Oracle and PeopleSoft. “J.D. Edwards was the unanimous choice of our selection committee,” says Rob Garner, the City's Comptroller. “They had considerable experience in the government marketplace and demonstrated a flexible solution capable of supporting our continuous process improvement initiative for years into the future.”

Results: Current Financial Information Always Available

The J.D. Edwards software is providing a number of business-critical benefits to the City of Orlando's finance department. Chief among these, according to Garner, is the ability to immediately access and manage up-to-date financial information. All managers in the City government have access to the J.D. Edwards system from their desktops. They can view their budgets, drill down through multiple levels of financial information to individual transactions, and extract information and format it into any kind of report. They can even export the information to desktop productivity applications such as spreadsheets for further manipulation. “Before implementing J.D. Edwards software, we produced batch reports every month and shipped them to managers throughout city government,” Garner recalls. “Now they don't have to rely on our IT department to generate financial information — they can get it themselves at any time, without having to ask anyone for it.”

BUSINESS DRIVERS

- Efficient, effective business processes
- Optimized operations
- Improved service to constituents
- Compliance with all Government Accounting Standards Board requirements

RESULTS

- Managers empowered to access and manage accurate financial information without IT intervention
- 10,000 developer hours a year freed up from financial report writing to focus on IT system support
- Up-to-date financial data for informed decision making



J D E D W A R D S

"For the first time, with J.D. Edwards, we have a system that we can easily modify to keep pace with changing requirements in business processes, legislation, industry financial reporting standards, and other key business drivers."

John Matelski, Deputy CIO
City of Orlando

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One or more U.S. Patent Applications are pending for inventions used in the production of OneWorld.

Not surprisingly, more effective utilization of IT resources is another key benefit. In keeping with the City government's commitment to continuous process improvement, the IT department's five developers — freed from the need to build and maintain financial applications themselves — can now focus on implementing new processes based on new modules from J.D. Edwards and its business partners. "We have redirected as much as 10,000 developer hours a year to supporting the needs of the user community, rather than doing financial applications development," says John Matelski, Deputy Chief Information Officer. "By bringing more and more of our business processes under the J.D. Edwards umbrella, we can also reduce our costs by consolidating our software licensing fees and more efficiently training our users."

Interfacing of departmental applications with the J.D. Edwards system ensures that the information managers access is accurate and up-to-date. The ability to import data from the City's permitting system into J.D. Edwards is a case in point. Previously, building permit fees paid by contractors had to be entered manually into the legacy system. Today they are automatically entered into the system, ensuring that financial reporting on fee revenues is always current.

How the City of Orlando Got There: Rapid Implementation of State-of-the-Art Financials, Distribution Modules

The City of Orlando's J.D. Edwards system, which initially went live in October 1998, replaced a 1980's-era homegrown legacy system. Written in RPG and originally run on an IBM System/38 before being ported to the IBM AS/400, the system lacked flexibility. "Every change required recoding, which often created problems elsewhere in the system's hundreds of thousands of lines of code. It was a tedious process, even for minute changes," Matelski recalls. "For the first time, with J.D. Edwards, we had a system that we could easily modify to keep pace with changing requirements in business processes, legislation, industry financial reporting standards, and other key business drivers."

Implementing the new software went quickly, taking just six months with the assistance of consultants from Arthur Andersen and J.D. Edwards. Subsequently, the system's functional and administrative features were refined with the help of J.D. Edwards service partners AMX, DSI, and Modis Consulting.

In September 2001, the J.D. Edwards system was upgraded to the latest release, OneWorld® Xe, which will provide Web access to users at remote facilities where a leased T1 or a fiberoptic connection is not cost-justifiable.

"While they will have less bandwidth, they will still have all the same J.D. Edwards functionality as our users at City Hall or at sites connected with high-speed lines," Garner says.

Pursuing the goal of continuous process improvement, the City of Orlando's finance department and IT group are working with J.D. Edwards to enhance OneWorld Xe with more government-specific functionality. For example, automating the process of encumbrance accounting will significantly streamline the City government's procurement and accounts payable process. "In government, budgetary compliance is very important, so we must have strict controls over expenditures," Garner says. "The OneWorld software will allow us to track encumbrances, ensuring that we avoid issuing redundant purchase orders for a good or service."

HOW THE CITY OF ORLANDO GOT THERE

- J.D. Edwards collaborative business software:
 - Financials
 - Logistics/Distribution
- IBM® AS/400® running Oracle
- Implementation: J.D. Edwards and Arthur Andersen, a J.D. Edwards Premier Consulting Alliance Partner
- Systems administration consulting through J.D. Edwards service partner Modis Consulting
- Functional consulting by J.D. Edwards service partners AMX International, Data Systems International (DSI), and Modis Consulting
- Training by J.D. Edwards

