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Customer Profile



An investment in J.D. Edwards technology is providing the City of Overland Park, Kansas, with substantial productivity gains, refined financial management capabilities, and the ability to proactively address the ever-changing challenges of the government industry.

Organization Profile: *Extensive Expansion for a Young City*

Incorporated in May 1960, Overland Park is the third largest city in Kansas, employing more than 600 full-time municipal employees and serving approximately 138,000 citizens. The city operates with a Mayor-Council City Manager form of government, in which municipal employees implement policies and carry out the day-to-day operations of the city. This includes providing services in the following areas: public safety, fire protection, law enforcement, community standards, building code enforcement, environmental health regulations, and traffic control.

Located just outside of Kansas City, Overland Park has developed from a bedroom community into a center of commerce, playing host to many regional, national, and international organizations' headquarters. Since 1980, the city has grown at a rate of 3.5% per year — well above the U.S. average of 1%.

In August 1997, *Zero Population Growth* magazine rated Overland Park as the second best city in which to raise a family out of 219 cities evaluated. Rating criteria included education (three of the city's public school districts are rated in the top 25 by the U.S. Department of Education), health management, and growth management. The city boasts a reported average family income 60% higher than the state average and relatively low property taxes.

Industry Challenges: *Managing Change*

Despite the city's success, obstacles remain. Kristy Cannon, director of finance, budget, and administration for the City of Overland Park, explains, “We have transitioned from a bedroom community into a very large city. That change has brought about different management challenges than we have been exposed to in the past. Revenues are still growing, but not at the same pace as the perceived needs. As a management team, we need to allocate those precious resources where they provide the most benefit to our organization and the customer.”

To tackle these challenges, Overland Park replaced its antiquated financial system with J.D. Edwards' WorldSoftware™ applications — Accounts Payable, Accounts Receivable, General Accounting, Financial Report Writer (FASTR), Procurement, Financial Modeling and Budgeting, Fixed Assets, and Job Cost. On selecting the software, David Scott, manager of finance and accounting for the city, says, "We needed an information technology strategy that would provide the flexibility to adapt to the changing operations, which wasn't possible with our legacy system. Out of the 10 vendors we reviewed, J.D. Edwards was simply the best. Its software was more sophisticated and flexible than the others."



By implementing WorldSoftware, the city has enhanced its ability to focus on improving daily operations and managing ongoing trends. The city has experienced substantial gains in its financial processes, resource reallocation, and employee morale. One critical improvement included the complete restructuring of Overland Park's chart of accounts to create a more user-friendly, efficient workflow process. "The software's depth and flexibility have given users the ability to track and review financial information to any level of detail needed to manage their business," states Scott.

In addition, the city is better equipped to manage crisis situations. In 1996, for example, an unexpected ice storm hit the city, causing widespread damage estimated at \$3.1 million. The storm created a high-profile situation for the city's management team, requiring that weekly cost updates be compared to the original clean-up estimation. To accomplish this, Overland Park used the chart of accounts and reporting capabilities in WorldSoftware. "With our old system, this would have been a nightmare for our group to track. We would have assigned a dedicated person for three months to do what we did in essentially no time at all," says Scott. Using the weekly update reports, the city was able to manage every dollar spent on storm clean-up and even come in under budget by \$1.5 million.

Quantifiable Results: *Gaining Ground*

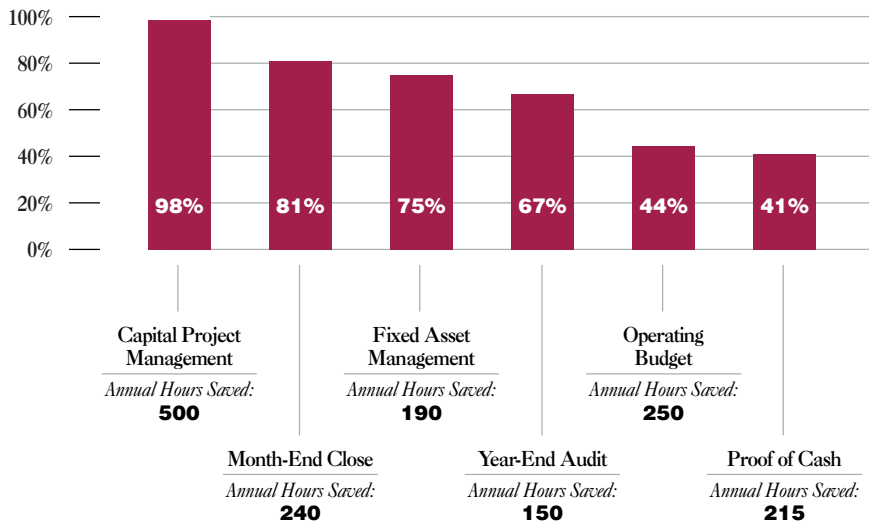
Since Overland Park completed its quick, nine-month implementation of WorldSoftware, the city has recognized numerous productivity gains as a result of its new means of doing business. The city's strong desire to continually improve processes, coupled with the software's ease of use, system integration features, flexibility, and online reporting capabilities, has enabled Overland Park to make significant progress.

"The improved processes and productivity gains achieved as a result of J.D. Edwards have given our department the opportunity to change our skill sets and functionality within the organization. We are changing the way we do business. With the challenges that lie ahead, financial management and resource planning will be critical to our organization's future success," says Scott.

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Overland Park's Process Productivity Gains



Increased Opportunity: Bolstering Relationships

Enhancing Overland Park's business processes has created greater opportunities for its employees. WorldSoftware helps the organization reduce paperwork and tedious tasks, thus enabling city employees to grow professionally and add value to their work. "We now have accounting clerks doing what our accountants did a couple of years ago, which frees up our accountants to become more like financial analysts. This is a change from the traditional roles our accountants have played in the past," explains Scott.

Another key improvement was made in the accounts payable department. Normally, Overland Park pays 80% of the invoices it receives each month. Although this percentage is higher than the industry average, Scott felt 80% was not enough. "By changing our process of paying invoices, I am confident a 90% payment rate can be achieved. It is important to us to improve our relationships with our vendors. The happier our vendors are, the better the services they provide, allowing us to provide better service to our citizens."

The Future: Moving Forward

By partnering with J.D. Edwards, the City of Overland Park opted to improve its business processes today and into the future. "Because J.D. Edwards has a Public Services Business Unit, I know it is dedicated to the government market for the long term. This gives me confidence that the company not only understands our business pains today, but is ready to help us in the future as our business needs change. We view this as a win-win partnership and one that will allow Overland Park to stay ahead of the rest," says Scott.

Looking to the future, Overland Park recognizes the importance of continually refining processes. The city plans to maximize productivity by increasing the number of software users, developing better executive information systems, employing data warehousing tools, and concentrating on performance measurements as a management device. Overland Park's goal is to continue doing what it has been doing, but better.





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