

CUSTOMER INNOVATION STUDY

Elsinore Valley Municipal Water District

scales operations and controls costs with
Infor Ming.le and Infor Lawson

“ Being the access point for critical functions such as material requisition, business intelligence, paystubs, or vacation requests, every single employee at our organization uses Infor Ming.le™.”

James Ollerton

Director of Information Technology, Elsinore Valley Municipal Water District



+



infor.com/customers

Table of Contents

3 Facts at a glance

4 Executive overview

5 Situation analysis

California's booming housing market creates new water needs

6 Innovation strategy

Infor Ming.le provides the portal to mission-critical processes

7 Results

Increasing organizational efficiency

8 Looking ahead

Staying ahead of the curve

9 Learn More





Facts at a glance



HEADQUARTERS

Elsinore Valley, CA



NUMBER OF CUSTOMERS

42,533



SERVICES

Infor Services



INDUSTRY

Public Sector



WEB SITE

evmwd.com



INFOR PRODUCTS

Infor Ming.le, Infor Lawson Financials,
Infor Human Resource Management,
Infor Lawson Supply Chain Management,
Infor Process Automation

Executive overview

Situation analysis

- Continue rapid expansion of water supply infrastructure to keep pace with the high volume of residential home build rates in a fast-growing California economy.
- Replace homegrown systems to manage financial reporting and human resources functions and eliminate paper-based processes.
- Eliminate reliance on any one individual within the workforce by establishing Infor Lawson Financials, Infor Human Resource Management, and Lawson Supply Chain Management as the one source of truth.

Innovation strategy

- Used Infor Ming.le as a central portal for a wide range of IT services including self-service human resource functionality, Infor Business Intelligence for reporting functionality and material requisition.
- Reduced costs by taking advantage of the Manila-based Infor Services' Center of Excellence team's Infor Lawson financials implementation experience to create a blended delivery model.

Results

- Experienced high-growth levels without increased staff.
- Modernized organization to enable high-levels of growth without growing staff.
- Enhanced traceability and transparency to constituents with a modernized financial reporting system.
- Embedded public sector bidding within requisition process to make sure Elsinore Valley Municipal Water District fulfills its duties as a good steward of public finances and practices.
- Completely eliminated several paper based processes using Infor Process Automation.

High level impact

100%

adoption of Infor Ming.le throughout the organization

25%

under-budget and on-time implementation of Infor Lawson Financials upgrade/migration

66%

increase in water-main connections since implementation of Infor Lawson® Financials

SITUATION ANALYSIS

California's booming housing market creates new water needs

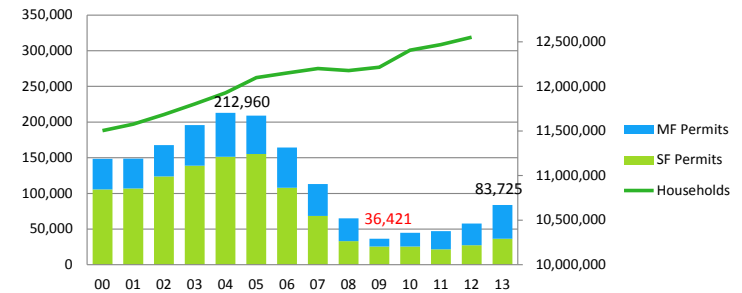


Building out a high-growth infrastructure

Elsinore Valley Municipal Water District (EVMWD) provides reliable, cost-effective, high-quality water and wastewater services to the more than 134,000 population base it serves. Covering a service area of 96 square miles in the Elsinore Valley area of California, EVMWD is a public non-profit government agency governed by a five member board of directors who are elected to staggered four-year terms by registered voters within their divisions.

EVMWD experienced an increase in demand for its services based on household growth that originated in the early to mid-2000s. This is evidenced by the spike in new housing permits, which reached a height of over 212,000 for the state of California in 2004–2005. As a result of this boom, EVMWD needed to modernize its operations to prepare for the large-scale infrastructure build-out required to accommodate the new water main connections that are expected to come online in the coming years.

California Household Growth and New Housing Permits 2000-2013



Source: http://www.hcd.ca.gov/hpd/shp/web_hcd_stateofhousing_april2014.pdf

Infor Ming.le provides the portal to mission-critical processes



Building a gateway to mission-critical applications

Elsinore Valley Municipal Water District uses Infor Ming.le as the gateway to its mission-critical applications that support business process throughout the organization. Using Infor Ming.le, access rights can be specified by user type and department so that content delivered through Infor Business Intelligence for Lawson can be customized and access restrictions can be applied accordingly. All of EVMWD's employees can access HR self-service functionality from basic tasks like changing personal information to logging a vacation request through Infor Ming.le. While petty cash transactions are handled with a p-card system where payments are made via Infor Lawson Financials to a banking partner, all purchases above EVMWD's material threshold must be carried out using a requisition through Infor Ming.le.

Realizing value with a lean and efficient team

EVMWD selected Infor Services to help deploy Infor Lawson Financials and upgrade to the 10X version of Infor Lawson Financials. Their current solution was implemented on time and 25% under budget. By executing with a lean and efficient team, Infor's Manila-based ICS Center of Excellence (CoE) carried out the upgrade on a purely remote basis. This delivery model allowed the project to be delivered meeting high quality standards and significantly under budget with the elimination of travel and accommodation costs.

“ Manila-based Infor ICS Center of Excellence team member knew exactly what he was doing. He would do anything for us and he still follows up with us to this day.”

James Ollerton

Director of Information Technology,
Elsinore Valley Municipal Water District

RESULTS

Increasing organizational efficiency

Creating around-the-clock access

Elsinore Valley Municipal Water District increased the scale of their organization by drastically increasing the efficiency of its employees. The use of Infor Lawson Financials has reaped benefits in a number of areas by automating tasks that were previously intensely manual. In the human resources sphere, the combination of Infor Ming.le and Infor Human Resource Management eliminated the need to create company-wide combined benefit statements that specify each employee's true salary including benefits. Providing this information to employees in a timely manner is important since a significant portion of compensation for EVMWD employees comes in the form of benefits rarely enjoyed outside of the public sector. Previously the process to prepare and distribute this information took three weeks to a month. Now, using the employee self-service tools accessible through Infor Ming.le, employees have around-the-clock access to this combined benefit statement with just one click.

Scaling the organization with Infor Lawson

The use of Infor Lawson Financials and Infor Ming.le at Elsinore Valley Municipal Water District allows individual employees to have increased impact on the organization. These systems allow personal information to be immediately accessible and HR-related requests actionable any time an employee decides to take action without the need to wait for the availability of an HR representative. With greater efficiency in the organization, taxpayer's dollars are put to better use as the ratio of HR professionals to employees, AP clerks to number of payments made to suppliers, and paper-based processes in general are significantly reduced.

Detailed impact

70%

reduction in payroll staff workload

37.7%

reduction in ratio of HR professionals to employees

3-4 week

reduction in time needed to produce a combined benefit statement for all employees

286%

increase in payments made to suppliers while keeping accounts payable staff constant

LOOKING AHEAD

Staying ahead of the curve

Elsinore Valley Municipal Water District is staying ahead of the curve not only with its extensive use of Infor Ming.le but also by partnering with Infor product managers and product development. In addition, EVMWD is submitting its application for the early adopter program for the upcoming release of Infor OS. While Infor Ming.le is currently the gateway to a host of vital user functionality, EVMWD is looking for ways to use it in a more social way in the future, while considering options to move Infor solutions to the cloud.

“

Infor was a perfect fit because it's solutions could handle all of our business processes right out of the box.”

James Ollerton,
Director of Information Technology,
Elsinore Valley Municipal
Water District

Learn more

A workflow improved

Elsinore Valley Municipal Water District's (EVMWD's) mission statement is to provide reliable, cost-effective, high-quality water and wastewater services to the more than 134,000 population base it serves.

[Watch video >](#)



Infor Lawson Financials is a comprehensive enterprise business management suite

Infor Lawson Financials is designed to improve the efficiency and effectiveness of key organizational functions in the areas of financial management, human capital management, procurement, and analysis.

[Read more >](#)

Infor Public Sector Water will help you

efficiently meet all your water system operational needs, including meter management, billing management, asset management, licensing and permitting, customer service, and cashiering.

[Read more >](#)

Solve old problems in new ways with Infor Ming.le

Infor Ming.le is a comprehensive platform for social collaboration, business process improvement, and contextual analytics.

[Read more >](#)



Infor builds business software for specific industries in the cloud. With 15,000 employees and over 90,000 customers in more than 170 countries, Infor software is designed for progress. To learn more about Infor, please visit www.infor.com.



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