

# MULTNOMAH COUNTY

## PROJECT OBJECTIVES

Multnomah County, the most populated county in Oregon with over 766,000 residents, including the city of Portland, embarked on a project in April 2014. The project's goal was to modernize and replace its legacy ERP systems. The objectives of this project were to unify various lines of business and integrate information sources, standardize and integrate operations for efficiency, improve user experience, enable employees with self-service capabilities, and lessen dependency on customized solutions that were driving up high costs.

## CLIENT CHALLENGE

Multnomah County's Human Capital, Payroll, and Financial ERP systems, last updated in 1999, became insufficient for the County's evolving needs, leading to significant manual work arounds, inefficient operations, and exceedingly high maintenance expenses.

## SOLUTION IMPLEMENTED

- We **united seven separate agencies** in the endeavor to upgrade the primary ERP systems from SAP to the comprehensive Workday platform.
- Implemented **Workday (Human Capital, Financials, and Payroll)**
- Implemented TRIRIGA to optimize **Project Management, Organizational Change Management, and Post-Production Support**

## CLIENT OUTCOMES

Through the implementation of the MultCo Align ERP Program, the County was successful in reassigning resources to better fit their organization's mission, due to the **operational efficiencies** they gained.

- **64 integrations** supported **seamless connectivity** and **data exchange**
- Empowered users through self-service capabilities and access to real time analytics
- Enhanced **user-friendliness** and **efficiency**

