



# City of Stamford

**BOARD OF REPRESENTATIVES**

**FISCAL COMMITTEE**

21 September 2020



imagine your future®

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# Overview of ISG



The Industry Pioneer.  
Still Leading the Way.

1,300+

Professionals

700

Clients Served Annually

20+

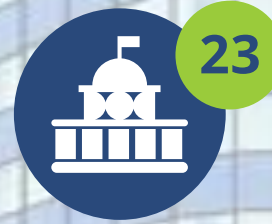
Locations Worldwide

## ERP Expertise



**Deep experience** in advising clients in ERP strategy, selection, contracting and implementation oversight.

## Public Sector Focus



ISG has more than **23 years experience** working directly on **public sector ERP system projects.**

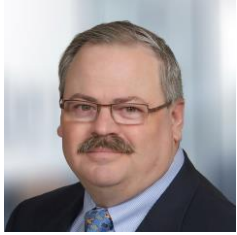
## Independent



**Independent** of all software and implementation services vendors.

**Home Address: 2187 Atlantic St., Stamford, CT 06902**

# ISG Public Sector Team



## **Chuck Williams – Director, Project Manager**

Chuck, a CPA and certified Project Management Professional, has more than 30 years of proven public sector project management experience. Chuck offers insights and creativity in project organization, requirements and RFP development, contract negotiations, project planning, solution architecture, business process analysis and design, change management, requirements traceability and verification, help desk, and projects focused on business process improvement and efficiency.



## **Nathan Frey – Public Sector Partner, Advisory Resource**

Nathan has 24 years of public sector experience, including 20 years of experience in the acquisition, implementation and support of financial, procurement, and human capital management applications designed for public sector entities. He is a PMP, CPA, and has considerable experience in assisting state and local governments in evaluating ERP software offerings and implementation/integration services firms.



## **Thomas Ortiz – Public Sector Partner, Engagement Partner**

Thomas has over 25 years of experience advising municipalities and state governments in the acquisition, evaluation, and contract negotiations for enterprise resource planning (ERP) applications and implementation services, Software-as-a-Service acquisition and evaluation, software system design, testing, implementation, business process reengineering, organizational change management, and program management office design and operation. Thomas is a certified Project Management Professional.

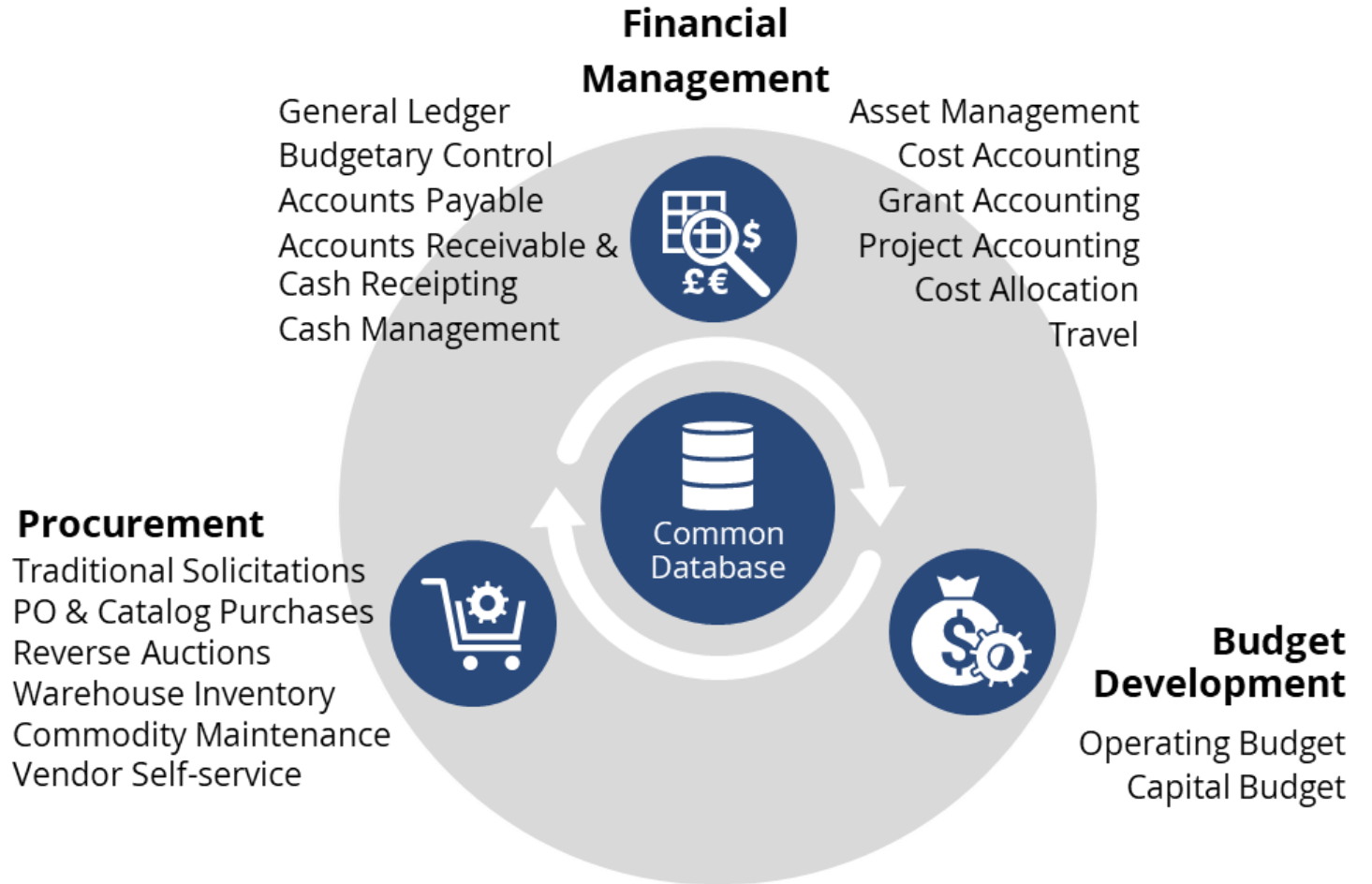


## **Kirk Teal – Public Sector Partner, Advisory Resource**

Kirk has over 26 years of public sector experience, including 20 years of experience in the design, development, implementation and support of financial and procurement applications designed for public sector entities. He has expertise in the following functional areas: general ledger, accounts payable, budgetary control, budget preparation, grant and project accounting, purchasing, inventory management, and asset management. He is a PMP, CPA, and has considerable experience in assisting state and local governments, and institutions of higher education in evaluating ERP software offerings and implementation services firms.

# Enterprise Resource Planning (ERP) Defined

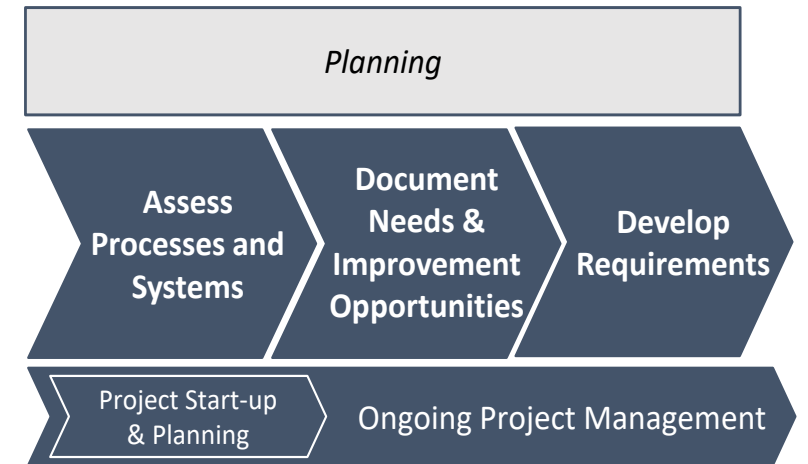
Enterprise Resource Planning (ERP) is a suite of software modules that enable administrative business processes of the enterprise.



# Approach: Defining Needs

## Defining the City's needs:

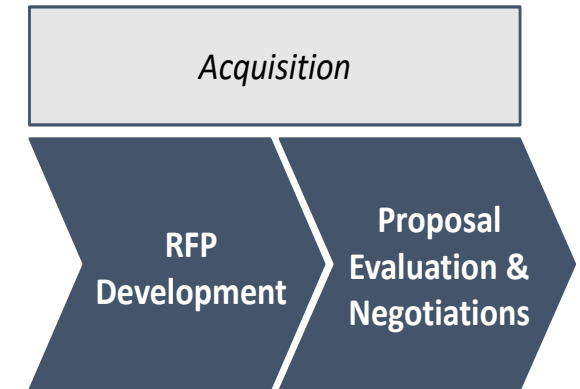
- Serve as the City's project manager
- Initiate the project and define governance
- Develop project schedule based on options for system go-live
- Conduct assessment
  - Current systems
  - Processes
- Identify the scope of functions and software systems



# Approach: Selecting the Right Partner & Software

## Acquiring software and services:

- Develop evaluation criteria and solicitation documents
- Facilitate structured and thorough evaluation process
- Develop vendor negotiation strategy and lead the City negotiations team



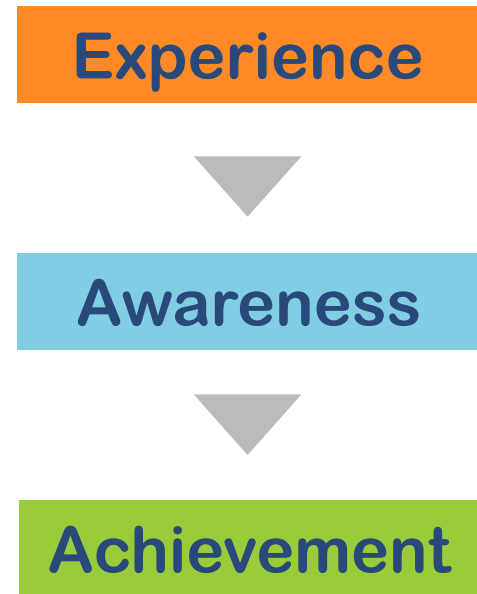
County Gov't- ERP Financials (~4,900 FTEs)	County Gov't- HR/Payroll (~4,900 FTEs)	City Gov't - ERP FINS & HR (~7,500 FTEs)
<b>Software:</b> CGI, Infor, Microsoft, Oracle, SAP, & SunGard	<b>Software:</b> Infor, Kronos, Oracle, SAP, StarGarden, & Workday	<b>Software:</b> CGI, Infor, Oracle, & Workday
<b>Service Providers:</b> 11	<b>Service Providers:</b> 10	<b>Services Providers:</b> 8

Engagement Examples

# Approach: Getting Ready for Implementation

Getting ready for the implementation:

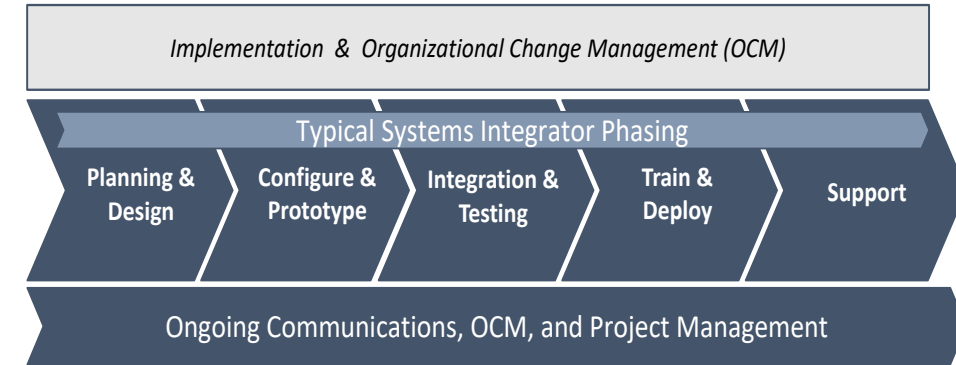
- Assess readiness for the project (survey or focus groups)
- Facilitate discussions with leadership about the common risks seen with other ERP projects
- Identify resource needs for a successful implementation
- Build the case for change
- Build alignment within the stakeholder community



# Approach: Managing the Implementation

## Managing the implementation:

- Serve as the City's implementation project manager
- Manage project schedule and monitor progress
- Manage software and services vendor relationships
- Manage risks and issues
- Review vendor deliverables and manage contract
- Communicate, communicate, and communicate







ISG (Information Services Group) (Nasdaq: III) is a leading global technology research and advisory firm. A trusted business partner to more than 700 clients, including more than 75 of the top 100 enterprises in the world, ISG is committed to helping corporations, public sector organizations, and service and technology providers achieve operational excellence and faster growth. The firm specializes in digital transformation services, including automation, cloud and data analytics; sourcing advisory; managed governance and risk services; network carrier services; strategy and operations design; change management; market intelligence and technology research and analysis. Founded in 2006, and based in Stamford, Conn., ISG employs more than 1,300 digital-ready professionals operating in more than 20 countries—a global team known for its innovative thinking, market influence, deep industry and technology expertise, and world-class research and analytical capabilities based on the industry's most comprehensive marketplace data.

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