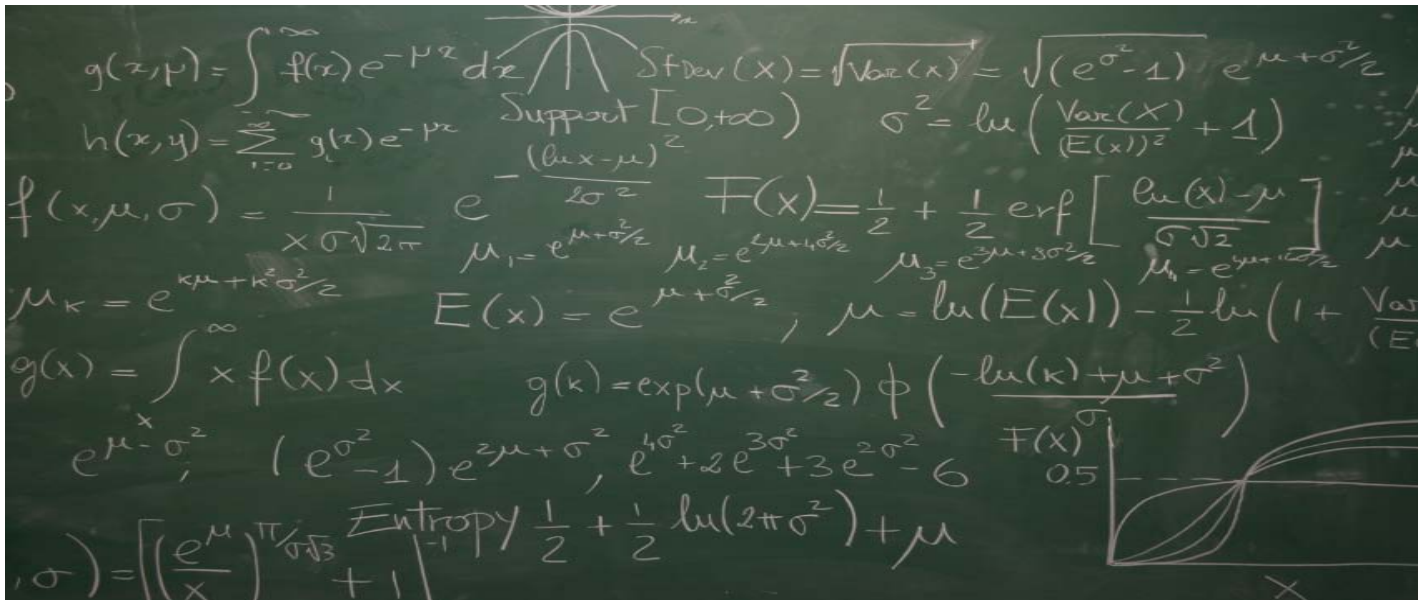


State & Local Government



“Your business may be complicated, but not for our experienced consultants”

The Customer

For the last 20 years this local government agency has been one of the fastest growing counties in America. Located in the Atlanta Metropolitan area it comprises of 25 agencies, 12,000 employees, and serves more than 700,000 people.

The Challenge & Opportunity

The government launched a wide-ranging initiative, creating shared services centers to support a number of “back-office” functions. The goal of the initiative was to add efficiency to back-office functions and redirect resources from these largely administrative activities to more strategic initiatives.

The government’s five priorities were: to create jobs and facilitate skill-building and ongoing learning for all citizens; ensure safer and more supportive communities; foster a high quality of life; maintain a healthy and sustainable environment and encourage the growth and development of its diverse regions.

The Objective

As part of this larger initiative, the government wanted to implement and integrative ERP software solution to support their business processes and initiatives. Amongst their ERP implementation, ARK Solutions was responsible for the SAP ERP Human Capital Management (SAP ERP HCM) IMPLEMENTATION

which included core HR, payroll, benefits, compensation, performance management, time management, employee self-service, security, and structural authorizations.

The Benefit

The county was able to meet their objectives for the SAP ERP HCM implementation on-time and in-budget. As a result the county was able to significantly reduce operating costs largely from increased efficiencies and standardization of their HR processes. In addition, they were also able to improve employee performance create a more positive and professional work environment, and enable HR to be more agile to accommodate its changing demands.

With the assistance of the ARK Solutions team, the county was able to increase efficiency and reduce operating costs by:

- Streamlining their payroll processes and integrating with their SAP ERP Financials solution.
- Creating efficiency around their compensation processes (e.g. longevity pay) Collecting time and overtime rules payout
- Empower employees and significantly reduce administrative tasks through employee self-service
- Streamlining their personnel actions and its related processes into one system
- Enabling position based security and structural authorizations to ensure segregation of duties
- Accuracy around its benefits processes and sending relevant data to its providers and vendors

With the successful knowledge transfer to the client, the county was able to maintain the SAP ERP HCM system with minimal support.



Technology Components

- ✓ *SAP ERP 2004*
- ✓ *SAP NetWeaver Exchange Infrastructure*
- ✓ *SAP NetWeaver Portal*
- ✓ *SAP NetWeaver Business*
- ✓ *Intelligence*
- ✓ *SAP Supplier Relationship*
- ✓ *Management*
- ✓ *SAP Solution Manager*
- ✓ *SAP Customer Relationship Management*

About ARK Solutions, Inc.

ARK Solutions, Inc. is a software consulting firm delivering IT-enabled business change through integrated expertise across multiple disciplines and industries. Our service areas include **SAP Consulting Services** including but not limited to SAP Human Capital Management (HCM), **Technology Support Services** providing expert IT consultants for various project needs, and **Managed Services** for assisting clients in project management, change management, and offshore development. With deep rooted industry experience, verified methodologies, established business process, comprehensive resources, and a proven track record, ARK Solutions, Inc. mobilizes the right people, skill sets and technologies to help clients improve their performance lowering overall deployment costs and achieving meaningful results faster.

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People

Process

Technology