



# **Integrated Point Solutions:** The key to leveraging your ERP





## Agenda

- Introductions
- The Challenge
- Potential Strategies to Mitigate Risk
- Questions

*The objective of this session is to outline recommended steps to enhance your service delivery and streamline business processes when supplementing your ERP with a point solution.*

# Introductions

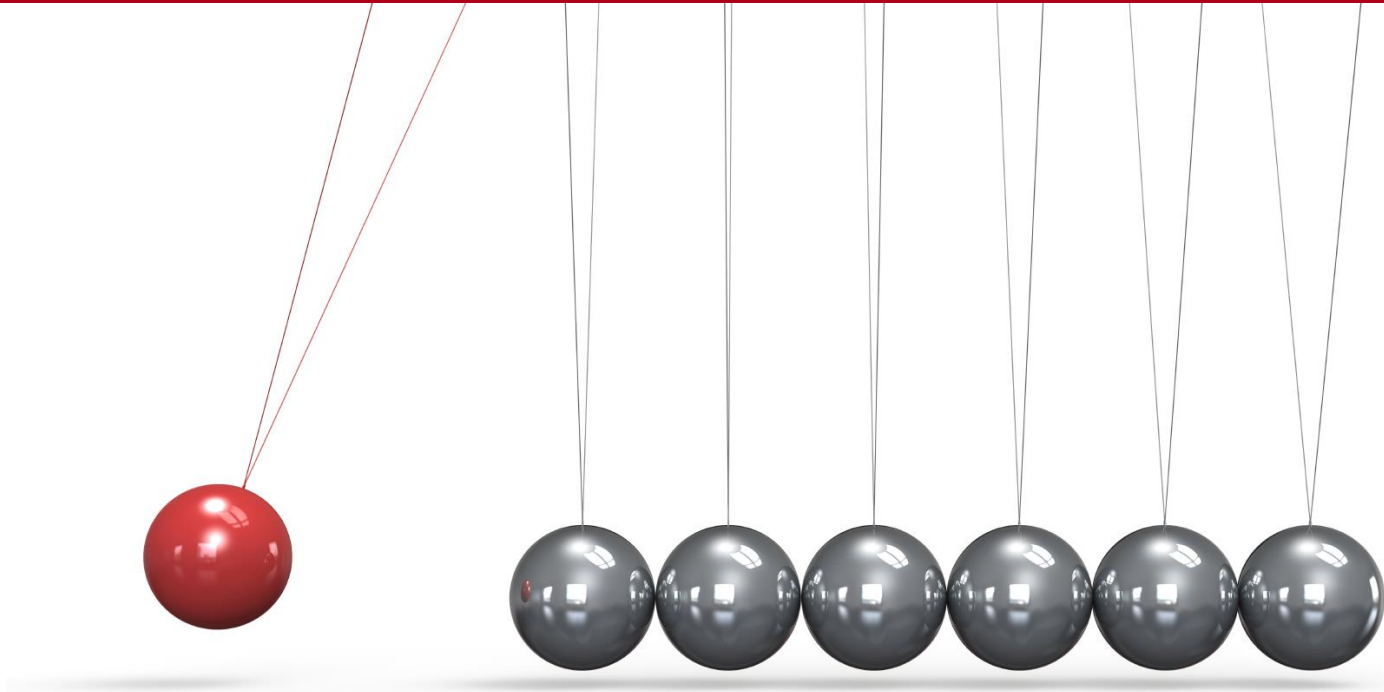


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# The Challenge





# The Challenge – Prior Years

- **ERP systems solved the problem of disparate mainframe-based applications not integrating as needed**
- **Initially focused on core areas of accounting and payroll, many ERP systems have added additional areas of functionality through a modular approach**
- **Historically, ERP vendors could be grouped as Tier 1, 2, and 3**




# The Challenge – Industry Drivers



- As ERP systems became common-place, vendors increasingly acquired competing and complementary applications
- In recent years, the industry has seen an influx of best-of-breed “Point Solutions” that deliver specialized functionality
- Point Solutions generally are designed to be flexible in the enterprise applications they can integrate with

# The Challenge – Business Drivers

- **Most organizations are seeing increased demands for web-enablement to serve citizens and a mobile workforce**
  - **Other demands are revealing that some ERP systems do not provide corresponding functionality**
  - **Many local government organizations are not in a position to change their enterprise applications due to resource constraints**
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What are point solutions?

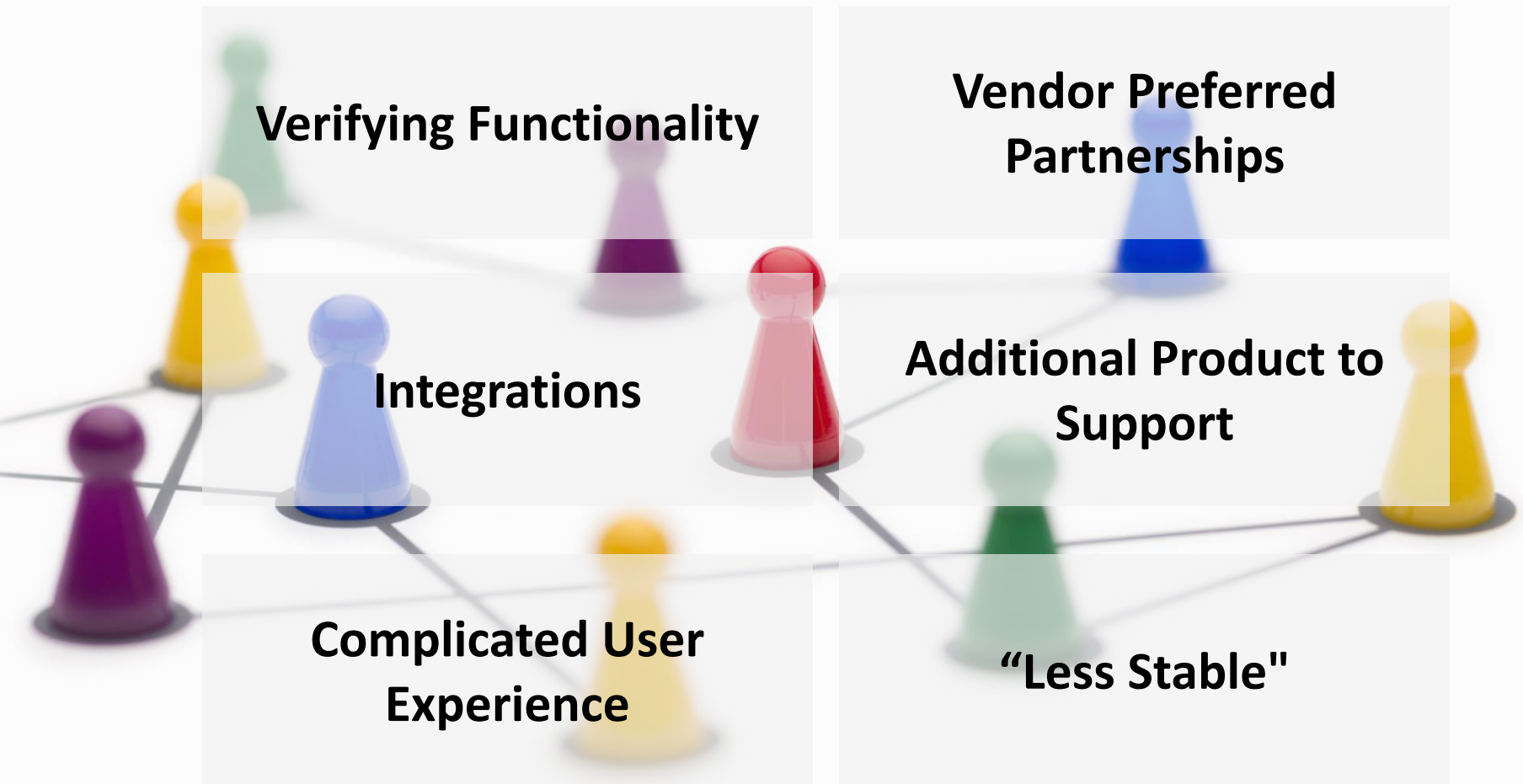


# Point Solutions Defined



- **“Point Solution”** refers to a **best-of-breed software application that delivers a focused area of functionality**
- **This focused area of functionality generally exceeds the capabilities of a corresponding module within an ERP system**
- **Point Solutions are intended to be compatible with a variety of ERP systems**
- **Vendors of Point Solutions may or may not have preferred partners among ERP vendors**

# Point Solution Complexities



# Successful Functional Areas



# Selecting and Implementing Point Solutions

**Defining  
Requirements**

**Contracting**

**Verifying  
Integrations**

**Implementation  
Best Practices**





# Representative Scenario

**A City in the southwest desired to supplement the CIS/UB module within their ERP system with a more functional online payment portal.**

**Key features and functionality were documented and compared among the potential Point Solutions and the ERP system's module**

**The contract with the Point Solution Vendor included provisions of what portions of the shared-software end-stay they would “own”**

**The interface was initially a file transfer process and later transitioned to an API**

**More than a dozen parallels were run prior to go-live to test account updates being made and payments reflected**





Questions?



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