



# ★ Making the Most of an ERP Solution

City of Auburn, Maine, Improves Use of Integrated ERP Solution

## Challenges

The city of Auburn, Maine, invested in Munis<sup>®</sup>, Tyler Technologies' integrated enterprise resource planning (ERP) solution, to improve the accuracy, transparency, and efficiency of its financial and human capital management operations. Over ten years, it made significant progress in streamlining these processes. However, Auburn wasn't using Munis to its full potential.

While the city was able to accomplish more with the ERP solution than with its previous legacy software, it had not managed to adopt the full set of features available. With respect to its human resources and payroll operations, for example, Auburn relied on key features in Munis, such as workflow, to streamline its approval and notifications process. Yet, it had not considered implementing other features to improve processes — such as salary projections or position control, which allows users to define default pay and deduction types for an active position.

Personnel and payroll processes still required a series of physical signatures and paper movement throughout the organization. Manual scanning and reporting were commonplace for Auburn — processes that took time and introduced the potential for human error every day.

## Organization Profile

- **Industry:** Municipal
- **Location:** Auburn, Maine
- **Number of Employees:** 285
- **Population:** 23,200
- **Tyler Client Since:** 2006
- **Tyler Products Used:** Munis, EnerGov, ExecuTime, Tyler Cashiering, Tyler Content Manager, Tyler Detect

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In 2017, the city's finance director threw her full support into reassessing Auburn's use of Munis. Her strategic leadership provided the IT department with the boost it needed to advance citywide usage of the product.

## Solution

Auburn invested in Tyler's Planned Annual Continuing Education (PACE) program for Munis — a process that enabled the city to take its paper-based processes paperless. The PACE program offers ongoing education to train staff on new features and functions as they become available, ensuring that any Tyler solution continues to meet the evolving needs of any organization.

The initial PACE assessment indicated that there was plenty of opportunity for the city of Auburn to update and improve processes with simple tweaks to its Munis configuration and ongoing training opportunities. Said Jill Cunningham, database staff support manager at the city of Auburn: "Some of our staff were concerned that training would take up too much time, but in reality the time that we saved from looking at Munis with a fresh set of eyes — and enabling our team to do the same — was worth it in every capacity."

Working with senior Tyler consultants, the city of Auburn met with all departments using Munis, including human resources. Said Cunningham: "Tyler walked us through all of the improvements we could make with respect to our use of ERP software. They designed a plan to totally revamp our processes — chipping away at one inefficiency at a time until we were more efficient than ever."

## Results

According to Cunningham, the city of Auburn has "fallen back in love" with Munis as a result. The human resources department is no longer accepting paper timesheets, making payroll processing faster and easier than ever before. And when COVID-19 temporarily closed City Hall, employees were able to seamlessly transition to completing their timesheets at home.

## In Their Own Words:

"Tyler's PACE Program has been absolutely worth it for the city of Auburn. Fixing errors and mistakes is time-consuming — even more so than a day or two of your time devoted to training."

— **Jill Cunningham**, Database Staff Support Manager, City of Auburn, ME

"With Tyler's ERP solution, the process is automatic," said Cunningham. "Employees submit their timesheets online, supervisors are able to approve anytime, from anywhere. We no longer have to worry about payroll, which was a huge relief when we found ourselves working remotely."

The city of Auburn's small human resources department is finding the most value in its ability to archive documents. Now, everything is automated — they don't have to scan documents or pull physical timesheets in case of an audit. In fact, auditing is simple: the team can quickly pull reports detailing what has been approved, and when.

Cunningham credits Tyler with saving the human resources team time and money. Now, staff can focus on advancing the department in more thoughtful ways, including balancing benefits, moving the benefits process online, and more.

"They are breathing a sigh of relief," she said. "Munis has truly empowered our human resources team to become strategic leaders."

**To learn more about Munis, contact us at [info@tylertech.com](mailto:info@tylertech.com) | 1.800.772.2260 | [tylertech.com](http://tylertech.com)**



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