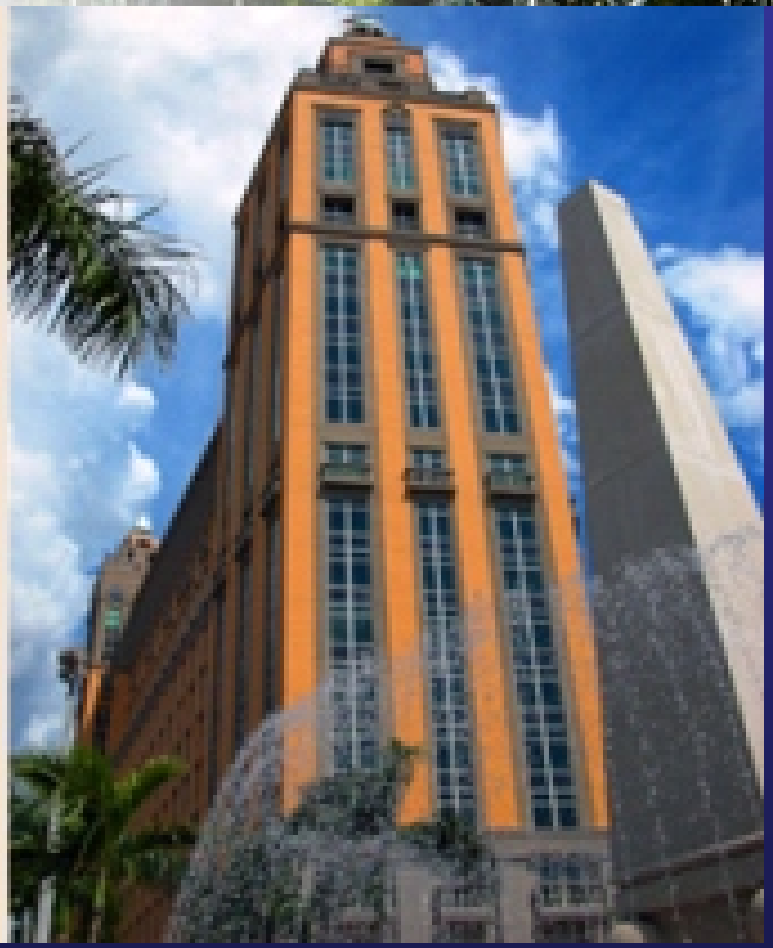
CORAL GABLES



EDEN Project Update

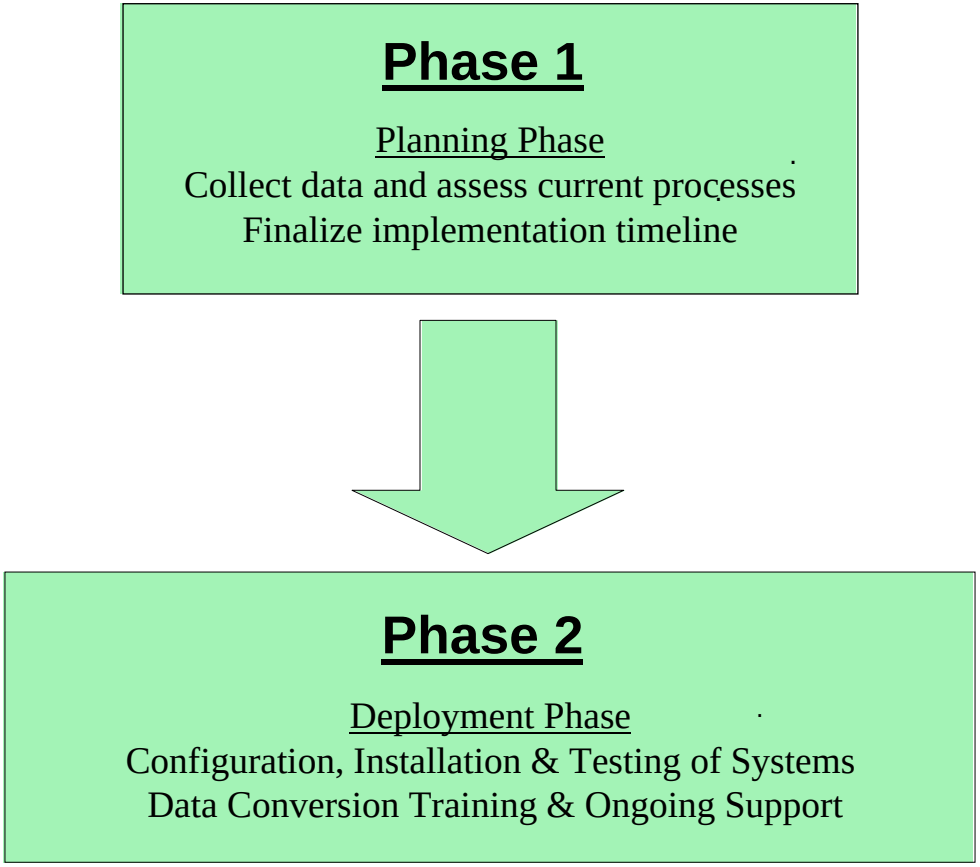
February 12, 2008

EDEN Project Overview

- On December 16, 2003 the City Commission authorized the City Manager to negotiate with EDEN Systems Inc. to purchase an Enterprise Resource Planning (ERP) software system. The contract was signed in August, 2004.

- The implementation of this system was scheduled in two (2) phases.
  - Phase 1: Site-fit Analysis (9/04-11/05), approximately 15 months.
  - Phase 2: Configuration and Installation (12/05-1/09) approximately 3 years.

EDEN Project Overview



EDEN Project Overview

- The purpose of this system is to make available the technology to enable the City to provide enhanced government services to its residents.

- This comprehensive software and services package is a full suite of financial products, including general ledger, accounts payable, accounts receivable, budgeting, inventory, bid and quote management, contract management and Web extensions applications. In addition, it includes payroll software, applicant tracking, employee training, human resources, budgeting and Web extensions; as well as citizen service software that consists of parcel manager, permits and inspections, utility billing, licensing, special assessments, customer requests, and citizen Web extensions.

Project Intent & Scope

Intent

Modernize the city's business processes & technology infrastructure by replacing various legacy software programs with the EDEN System.

Scope

Replace the out-dated software in the Building & Zoning, Finance, Human Resources and Procurement Departments.

Streamline business processes and develop work flows in EDEN for each department.

Convert data and information from pre-existing programs for use in EDEN.

Upgrade the City's technology infrastructure, redesign and re-engineer the data network and replace obsolete and aging equipment, servers and workstations.

EDEN Project Cost

Original Cost*		$918,155
Add-On Cost**		$159,738
	Sub Total	$1,077,893
Anticipated Cost (Approx.)		$50,000
	Total	**$1,127,893**

Yearly Software Maintenance
Recurring Charges

FY 2006/2007 $55,773

FY 2007/2008 $69,310

FY 2008/2009 $120,000 approx.

* The original cost contracted with Eden Systems, Inc. was a 25% discount on the list price calculated for a city the size of Coral Gables, representing savings of $306,052

** For acquiring extra customizations, additional modules, and training sessions.

Capital Project Budget

$2,000,000

EDEN SYSTEM	$918,155
NETWORK INFRASTRUCTURE	$746,919
SERVER REPLACEMENT (lease)	$186,897
CLASS SYSTEM (Parks & Recreations)	$130,875
Total	**$1,982,846**

NOTE:

Add-on costs ($159,738) were paid from the IT Department's annual cost savings in FY 2006-07.

EDEN Modules by Departments

Since June 27, 2006 twenty two (22) of the planned twenty-eight (28) EDEN modules have been installed and are currently in service with user departments.

Module Name	Users
General Ledger	All City Departments
Accounts Payable	Finance
Purchasing	Finance
Requisitioning	All City Departments
Project Accounting	Public Works
Contract Management	Finance, HR, Public Works
Human Resources	Human Resources
Bid & Quote	All Departments
Fixed Assets	Finance
Employee Training	Human Resources
Crystal Reports	All City Departments

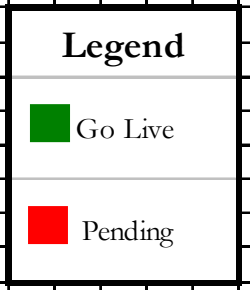
Module Name	Users
Payroll	All City Departments
Budget Preparation	All City Departments
Position Budgeting	Human Resources, Finance
Cashiering	Finance, B&Z, PW, Fire, Police
Parcels Manager	B&Z, Public Works, Fire, Historic
Permits & Inspections	B&Z, Public Works, Fire, Historic
Applicant Tracking	Human Resources, Police
GASB34	Finance
Accounts Receivable	Finance
Business Licenses	Finance, B&Z, Public Works
State Package	All City Departments

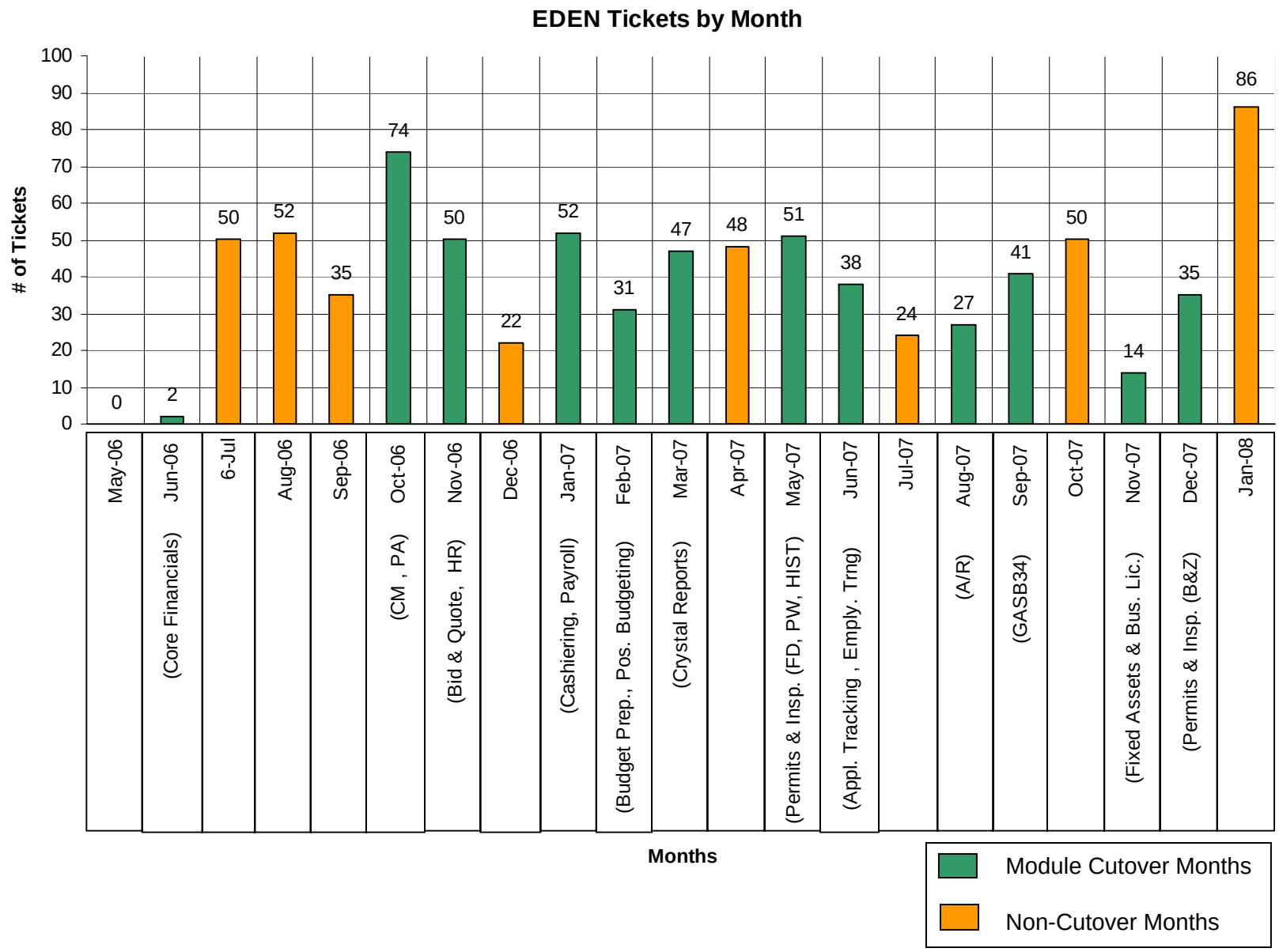
Module Implementations By Depts.

DEPARTMENTS																			
Module Name	**Automotive**	**Building & Zoning**	**City Attorney**	**City Clerk**	**City Manager**	**Development**	**Finance**	**Fire**	**Historical Resources**	**Human Resources**	**Information Tech.**	**Parking**	**Parks & Recreation**	**Planning**	**Police**	**Public Service**	**Public Works**	**Implemented?**	
General Ledger	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	**YES**	
Accounts Payable							•											**YES**	
Purchasing	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	**YES**	
Requisitioning	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	**YES**	
Project Accounting																	•	**YES**	
Contract Management							•			•						•		**YES**	
Human Resources										•								**YES**	
Bid & Quote	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	**YES**	
Payroll	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	**YES**	
Budget Preparation	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	**YES**	
State Package	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	**YES**	
Position Budgeting							•			•								**YES**	
Cashiering		•					•	•							•		•	**YES**	
Permits & Inspections		•						•	•								•	**YES**	
Applicant Tracking										•					•			**YES**	
GASB34							•											**YES**	
Fixed Assets							•											**YES**	
Parcel Manager							•											**YES**	
Employee Training										•								**YES**	
Accounts Receivable							•											**YES**	
Crystal Reports	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	**YES**	
Business Licenses							•										•	**YES**	
Customer Requests	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•		**PENDING**
Inventory Control	•						•	•			•	•			•	•	•		**PENDING**
Genesys IVR	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•		**PENDING**
Special Assessments		•					•										•		**PENDING**
Web Extensions	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•		**PENDING**
Utility Billing							•												**PENDING**

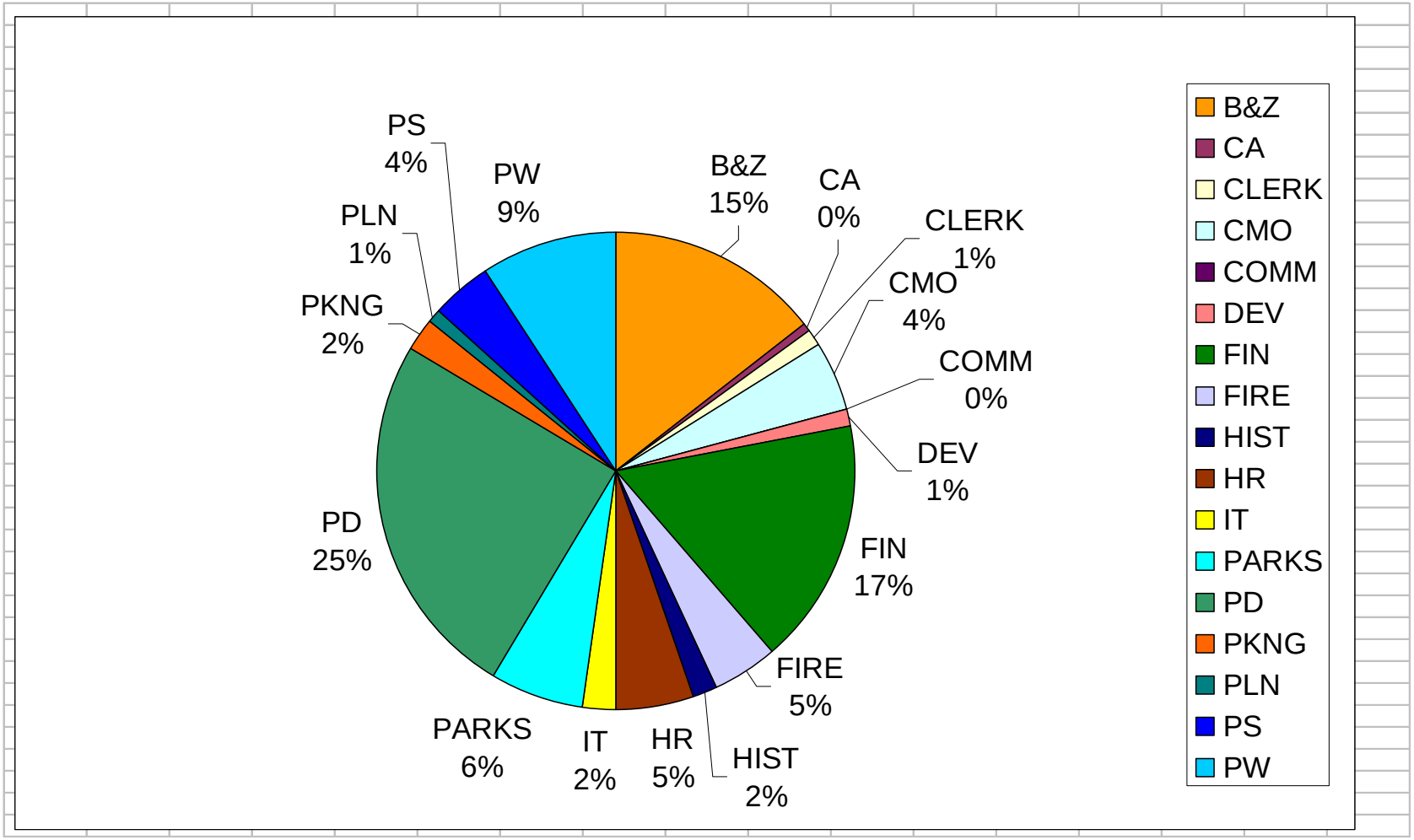
EDEN Project Schedule

Module Name	Prior to 06/2007	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09
Accounts Payable	Live , 06/27/06																																
General Ledger	Live , 06/27/06																																
Purchasing	Live , 06/27/06																																
Requisitioning	Live , 06/27/06																																
State Package	Live 06/27/06																																
Human Resources	Live, 09/29/06																																
Project Accounting	Live, 10/27/06																																
Contract Managment	Live, 10/27/06																																
Bid & Quote	Live, 11/3/06																																
Payroll	Live, 01/11/07																																
Position Budgeting	Live, 02/09/07																																
Budget Preparation	Live, 02/09/07																																
Crystal Reports	Live, 3/30/07																																
Parcel Manager	Live, 05/15/07																																
Cashiering	Live, 05/2/07																																
Permits & Insp.	Live, 05/25/07																																
Applicant Tracking	Live, 06/07/07																																
Employee Training	Live, 07/13/07																																
Accounts Receivable	Live, 08/17/07																																
GASB34	Live, 09/14/07																																
Fixed Assets	Live, 11/30/07																																
Permits & Insp. (B&Z)	Live, 12/13/2007																																
Business Licenses	Live, 11/02/07																																
Genesys IVR	Scheduled, 03/26/08																																
Inventory Control	Scheduled, 04/25/08																																
Customer Requests	Scheduled, 04/04/08																																
Special Assessments	Scheduled, 09/16/08																																
Web Extensions	Scheduled, 12/16/08																																
Utility Billing	Scheduled, 01/09																																




EDEN Tickets by Month
# of Tickets
100
90
80
70
60
50
40
30
20
10
0
0
2
50
52
35
74
50
22
52
31
47
48
51
38
24
27
41
50
14
35
86
May-06
Jun-06 (Core Financials)
6-Jul
Aug-06
Sep-06
Oct-06 (CM , PA)
Nov-06 (Bid & Quote, HR)
Dec-06
Jan-07 (Cashiering, Payroll)
Feb-07 (Budget Prep., Pos. Budgeting)
Mar-07 (Crystal Reports)
Apr-07
May-07 (Permits & Insp. (FD, PW, HIST)
Jun-07 (Appl. Tracking , Emply. Trng)
Jul-07
Aug-07 (A/R)
Sep-07 (GASB34)
Oct-07
Nov-07 (Fixed Assets & Bus. Lic.)
Dec-07 (Permits & Insp. (B&Z)
Jan-08
Months
Module Cutover Months
Non-Cutover Months

EDEN Tickets By Departments



WINTEGRATE REQUESTS
FY 2004-2005

	WINTEGRATE REQUESTS - FY 2004							
Department	HW	APP	USER	ACS	NET	SYS	PROJ	**Totals by Dept**
Automotive								**0**
Building & Zoning	6	5	1	18			2	**32**
City Attorney's Office								**0**
City Clerk's Office								**0**
City Manager's Office								**0**
Development								**0**
Finance		1		11		1	4	**17**
Fire		1		1			1	**3**
Historical Resources								**0**
Human Resources		1		1			5	**7**
Information Technology							1	**1**
Mayor & Commissioners								**0**
Parking								**0**
Parks & Recreation								**0**
Planning								**0**
Police		1						**1**
Public Services								**0**
Public Works								**0**
Totals by Category	**6**	**9**	**1**	**31**	**0**	**1**	**13**	**61**

WINTEGRATE REQUESTS - FY 2005							
HW	APP	USER	ACS	NET	SYS	PROJ	**Totals by Dept**
	1		5				**6**
26	16	8	70		4	14	**138**
							0
							0
			1				**1**
							0
	8		11			2	**21**
			3				**3**
			3				**3**
1	3	1	6			5	**16**
							0
							0
	2						**2**
		2					**2**
			1				**1**
1	2		4				**7**
	2	1	1				**4**
1	1		4				**6**
29	**35**	**12**	**109**	**0**	**4**	**21**	**210**

WINTEGRATE/EDEN REQUESTS
FY 2004-2005

	WINTEGRATE REQUESTS - FY 2006								EDEN REQUESTS - FY 2006							
Department	HW	APP	USER	ACS	NET	SYS	PROJ	**Totals by Dept**	HW	APP	USER	ACS	NET	SYS	PROJ	**Totals by Dept**
Automotive								**0**				1				**1**
Building & Zoning	26	40	4	38		5	14	**127**				4				**4**
City Attorney's Office		1						**1**								**0**
City Clerk's Office				3				**3**				1				**1**
City Manager's Office				1				**1**			1				1	**2**
Development		1		1				**2**				1				**1**
Finance	2	5	1	8	1	2	8	**27**	1	9	2	22	4		3	**41**
Fire								**0**			3	3				**6**
Historical Resources				1				**1**								**0**
Human Resources		1		2			4	**7**	1	1	2	4			1	**9**
Information Technology								**0**				4				**4**
Mayor & Commissioners								**0**			1					**1**
Parking				2				**2**		1		2				**3**
Parks & Recreation			1	6				**7**			2	7			1	**10**
Planning								**0**		1		1				**2**
Police	2	3	1	4	1			**11**	1	6	12	17			4	**40**
Public Services				2	1			**3**			2	2				**4**
Public Works				2				**2**	1		2	10				**13**
Totals by Category	**30**	**51**	**7**	**70**	**3**	**7**	**26**	**194**	**4**	**18**	**27**	**79**	**4**	**0**	**10**	**142**
Requests Still Open											**1**				**2**	**3**

WINTEGRATE/EDEN REQUESTS
FY 2007

	WINTEGRATE REQUESTS - FY 2007								EDEN REQUESTS - FY 2007							
Department	HW	APP	USER	ACS	NET	SYS	PROJ	**Totals by Dept**	HW	APP	USER	ACS	NET	SYS	PROJ	**Totals by Dept**
Automotive				1				**1**			2		1			**3**
Building & Zoning	11	14		26		2	10	**63**	3	9	1	13			2	**28**
City Attorney's Office								**0**		1	1	2				**4**
City Clerk's Office	1						1	**2**		3	2	1				**6**
City Manager's Office				2			1	**3**	2	5	10	10			3	**30**
Development								**0**	1	4		1			2	**8**
Finance		3		3			7	**13**	2	36	18	22	2	1	7	**88**
Fire				1			1	**2**		7	1	12			3	**23**
Historical Resources				4				**4**		1	1	5	1		2	**10**
Human Resources				2			3	**5**		7	5	17			2	**31**
Information Technology				1				**1**		1		3			7	**11**
Mayor & Commissioners								**0**								**0**
Parking								**0**		1	4	9			1	**15**
Parks & Recreation				9				**9**		11	2	13			2	**28**
Planning								**0**		2	1	1				**4**
Police				15			3	**18**	3	30	22	87	1		8	**151**
Public Services								**0**	1	6	5	12			2	**26**
Public Works				1				**1**	2	13	11	16			6	**48**
Totals by Category	**12**	**17**	**0**	**65**	**0**	**2**	**26**	**122**	**14**	**137**	**86**	**224**	**5**	**1**	**47**	**514**
Requests Still Open									**2**	**1**		**1**			**2**	**6**

WINTEGRATE/EDEN REQUESTS
FY 2008

	WINTEGRATE REQUESTS - FY 2008 (1/28/08)								EDEN REQUESTS - FY 2008 (1/28/08)							
Department	HW	APP	USER	ACS	NET	SYS	PROJ	**Totals by Dept**	HW	APP	USER	ACS	NET	SYS	PROJ	**Totals by Dept**
Automotive								**0**		2						**2**
Building & Zoning	2	2		10			2	**16**	4	29	8	34	4		25	**104**
City Attorney's Office								**0**								**0**
City Clerk's Office								**0**		2						**2**
City Manager's Office								**0**		3	1	1				**5**
Development								**0**								**0**
Finance								**0**		4	1	7			2	**14**
Fire								**0**		3		3			2	**8**
Historical Resources								**0**		3	2				2	**7**
Human Resources								**0**		4		2			1	**7**
Information Technology								**0**				1				**1**
Mayor & Commissioners								**0**								**0**
Parking								**0**								**0**
Parks & Recreation								**0**		5	1	8				**14**
Planning								**0**								**0**
Police								**0**	1	7		5				**13**
Public Services								**0**		7	1	2	1			**11**
Public Works								**0**		2	1	4			1	**8**
Totals by Category	**2**	**2**	**0**	**10**	**0**	**0**	**2**	**16**	**5**	**71**	**15**	**67**	**5**	**0**	**33**	**196**
Requests Still Open									**3**	**19**	**7**	**9**			**14**	**52**

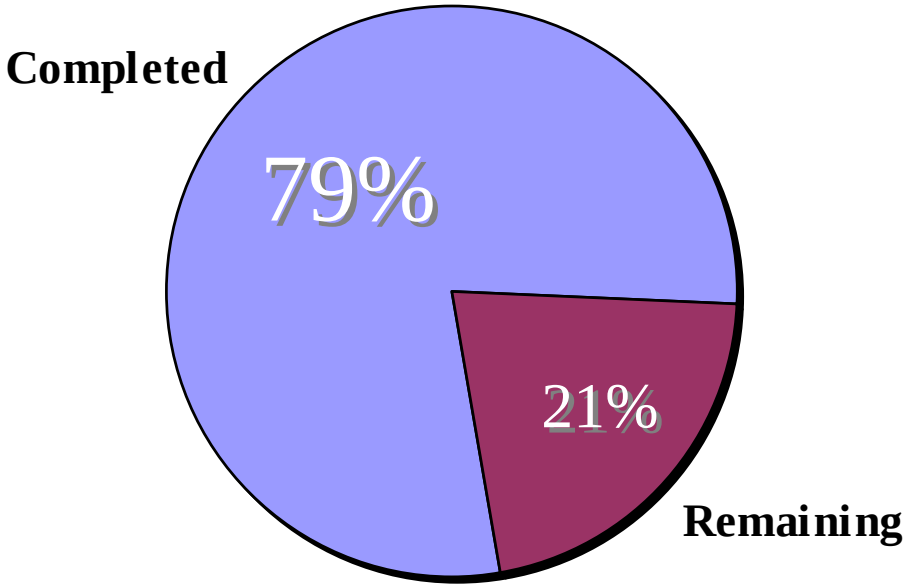
Modules Implemented

Module Name	Go-Live Date
Accounts Payable	06/27/2006
Accounts Receivable	08/17/2007
Bid & Quote	11/03/2006
Budget Preparation	02/09/2007
Cashiering	05/02/2007
Contract Management	10/27/2006
Fixed Assets	11/30/2007
GASB34	09/14/2007
General Ledger	06/27/2006
Project Accounting	10/27/2006
Purchasing	06/27/2006
Requisitioning	06/27/2006
State Package	06/27/2006
Applicant Tracking	06/07/2007
Employee Training	07/13/2007
Human Resources	09/29/2007
Payroll	01/11/2007
Position Budgeting	02/09/2007
Business Licenses	11/02/2007
Crystal Reports	03/30/2007
Parcel Manager	05/15/2007
Permits & Inspections	05/25/2007

Pending Items

Module Name	Disposition
Applicant Tracking	Automatic Email responses to applicants. IT has acquired the output module and it will be implemented by the 2nd quarter.
Bid & Quote	Web enabling of Module. The Eden's web extensions are to be implemented starting this quarter.
Budget Preparation	End users not familiar enough with product and request more training.
Business Licenses	Link between Business Licenses and Permit Modules. This customization request has been submitted to Eden and they will completed by this quarter.
Cashiering	Custom reports are required, additional auto-notifications are requested, and credit card acceptance requires activation. IT is developing the custom reports and working with Eden to configure the auto-notifications. Additionally, IT and Finance are working with the Eden approved vendor to activate the Credit Card acceptance feature.
Employee Training	Additional user training is requested. The IT Department will coordinate remote and local training for the users.
Human Resources	Custom reports are required. IT will develop the custom reports for the end users.
Parcel Manager	Data discrepancy between City and County. The IT Department will work with Eden and Dade County to resolve this issue.
Payroll	Custom features and reports are required. This customization request has been submitted to Eden and they will be completed by this quarter.
Permits & Inspections	Custom reports are required, additional auto-notifications are requested (Board of Architect and Concurrency) , fee calculation to be finalized, bond refunds to be finalized (Board of Adjustments), application performance issues for mobile users (Inspectors and Code Enforcement), data entry process requires review (Concurrency and Certificate of Use).
Position Budgeting	Additional user training is requested. The IT Department will coordinate remote and local training for the users.

Project Completion



Modules to be Implemented

The remaining six (6) modules are scheduled to go live within the next twelve (12) months bringing the total number of deployed modules up to 28.

Module	Scheduled Live Date
Web Extensions	December 16, 2008
Genesys IVR (interactive voice response)	March 26, 2008
Customer Requests	April 4, 2008
Inventory Control	April 22, 2008
Special Assessments	September 16, 2008
Utility Billing	January 2009

The City Beautiful