

# The City of Knoxville, Tennessee: A Client Success Story

The City of Knoxville, the county seat and largest municipality within Knox County, needed to replace its 14-year-old financials system and a COBOL-based Municipal Operating Environment, capable of retaining only 1 to 2 years of data. After selecting Oracle E-Business Suite, the City sought an implementation partner possessing full-service capabilities that could meet tight project deadlines, provide training and long-term maintenance and support for the new system.

Selected as the prime vendor, AST designed a City-specific setup, developing interfaces to multiple City systems. A two-tier architecture was deployed to manage the Oracle 9i database and Oracle 9iAS/10g application server, and provide desktop management. Unix-based HP servers manage the City's integrated Oracle financial software solution, providing a scalable solution with rapid response and constant availability. Our solution served the City's financial system goals, and set a foundation for future improvements to the City's fleet management and business intelligence.

By teaming with the City's staff and providing knowledge transfer to every level of user and 'super user', we met the City's aggressive implementation plan with a two-phased approach: Oracle Financials, iProcurement and Projects live in September 2005, and HR Self-Service and Budgeting live in February 2006. With AST's assistance, the City has extended its Oracle Applications throughout its departments, and increased its use of reporting and business intelligence tools, with self-service modules improving staff efficiency and the City's service level to its suppliers. With training and post-production support provided by AST, the City's staff is equipped for long-term maintenance with technical expertise in supporting the Oracle Financials system

*Our Oracle E-Business Suite Applications consulting experience in providing planning, assessment, migration, implementation, training and support services makes AST Corporation is the systems integrator of choice for Public Sector organizations.*



## City of Knoxville, Tennessee

98 square miles  
180,130 residents in 2005  
6% annual population growth  
3rd largest city in Tennessee

### Oracle Applications

- General Ledger
- Accounts Payable/Receivable
- Public Sector Budgeting
- Cash Management
- Assets
- Inventory
- Projects & Grants Management
- iProcurement
- iSupplier
- Sourcing
- Self-Service Human Resources
- Workflow
- Discoverer

### Solutions & Improvements

- Reduction of paper processes with electronic approval and notifications
- Real-time purchase order and requisition status
- Electronic bids
- Dual data entry eliminated with self-service software
- Management reporting and generation of ad-hoc reports
- Few customizations for ease of maintenance
- City staff workflow and productivity



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