



FULTON COUNTY SCHOOL SYSTEM

MAKING THE GRADE FOR MANAGED GROWTH AND IMPROVED EFFICIENCY

QUICK FACTS

Industry

Public sector

Budget

US\$1.3 billion

Employees

14,000

Location

Fulton County, Georgia, United States

Web Site

www.fultonschools.org

SAP® Solution and Services

SAP® ERP application

Implementation Partner

CIBER Inc.

Key Challenges

- Replace legacy systems to support rapid growth
- Eliminate heavy reliance on paper processes
- Consolidate disparate data collections to provide visibility across school system
- Eliminate redundant and inefficient administrative processes

Implementation Best Practices

- Incorporated 3,500 business requirements
- Followed solution blueprint that mapped requirements and prevented "scope creep"
- Enjoyed strong top-to-bottom project sponsorship, open availability of key decision makers, and robust cooperation between functional teams
- Launched continuous training program to ensure wide user adoption

Financial and Strategic Benefits

- Business process improvements in personnel administration, procurement, payroll, and financial and inventory management
- Consolidated data that enables visibility across the school district
- Rich, reliable management analytics that drive better executive decision making
- Improved ability to shift more funding to classrooms and avoid wasteful spending

Why SAP Was Selected

- Full support for business requirements
- Strong integration built into software
- Proven track record of K-12 success
- Cost-effective implementation and maintenance
- One system to administer
- Excellent scalability for future growth

Low Total Cost of Ownership

- Rapid 13-month implementation; on time and within budget
- Single solution that simplifies administration
- Elimination of ten disparate and isolated legacy systems

Operational Benefits

- Identification of over US\$4 million in estimated costs savings
- Dramatic reduction in redundant paperwork
- Faster recruitment of qualified teachers
- More efficient payroll processing with improved accuracy
- 25% reduction in work-order-related calls
- Easier management of audit exceptions

A national leader in education, the Fulton County School System is one of the largest school districts in the state of Georgia. Still growing fast, its patchwork of legacy software created excess paperwork and hindered good decision making and needed expansion. Now, with the SAP® ERP application in place, the school system has identified over \$4 million in estimated savings and has the enterprise visibility to further reduce administrative overhead and direct more funds into the classroom.



“Our mission is to drive higher levels of student achievement. By enabling us to improve decision making and maximize resource availability, the SAP ERP application helps us execute on this objective more effectively.”

Martha Greenway, Deputy Superintendent for Organizational Advancement, Fulton County Schools

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A Growing School System Faces the Challenge of Success

With over 88,000 students, Fulton County School System is the fourth largest school district in Georgia – and one of the most successful in the United States. Its commitment to achievement and continuous improvement has earned the district numerous state and national awards at the school, staff, and student level. But with 8,000 teachers supported by 6,000 staff across 94 schools – and with continued growth (6,000 students and 1,200 teachers in a recent year) – the district’s success is also its major challenge.

A 20-year-old mix of legacy systems and dependence on paper-based processes impeded growth. Key data was scattered in isolated legacy systems, and administrators had little visibility across the school system. This led to inefficient, redundant administrative processes that created extra work and hampered good decision making.

3,500 Requirements for Software Selection and Implementation

Fulton County Schools developed a list of 3,500 business requirements that was used to compare enterprise resource planning software from a number of vendors – including Oracle and MUNIS Inc. In the end, the school system selected the SAP® ERP application because it best addressed these business requirements. “We appreciated SAP’s long track record of K-12 success,” says Martha Greenway, Deputy Superintendent for Fulton

County Schools. “We also liked the fact that SAP ERP is an integrated solution that helps provide a clearer view of how taxpayer dollars are spent.”

The school system developed a highly detailed solution blueprint that closely mapped the 3,500 requirements to functionality in SAP ERP. All key personnel across all levels of the organization were also made available to resolve issues and make key decisions. The result was a smooth 13-month implementation that avoided unnecessary complexity while adhering tightly to the solution blueprint and keeping all development within scope.

Scoring High Grades for Project Success

Through the elimination of duplicate, inefficient administrative processes, Fulton County Schools estimates cost savings of over \$4 million. SAP ERP has also helped to improve the efficiency of warehouse and supply operations. And by increasing financial visibility, the district has been able to identify wasteful spending and shift more funding to the classroom. For example, it successfully identified and eliminated overpayments to its health insurance provider.

Today, the school system generates payroll faster and with greater accuracy. It also finds it easier to hire qualified teachers. Maintenance has improved as well – with a 25% reduction in work-order-related calls. In addition, the school system can now access consolidated, accurate data at all levels of the organization, with support for reliable and timely analytics. As a result,

executive decision making has improved tremendously. “In the past it was so difficult to get accurate financial information from our software programs,” says Charles Sipos, executive director for IT at Fulton County. “Now we see our true costs, so financial decisions are easier to make.”

A Leader in Education Leads the Way in Technology

Fulton County School System views the success of its implementation as a model for other public education systems – and it is committed to sharing its success with the larger education community. Moving forward, the school district will leverage SAP ERP for even greater cost reductions and additional functionality. For example, self-service automation for employees and managers will soon be deployed using SAP ERP. The school system also plans to use available functionality in SAP ERP to track and enhance employee competencies and skills.

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