



Company Name

City of Charlottetown

Country or Region

Prince Edward Island,
Canada

Sector

Public Sector | Municipal
Government

CASE STUDY

Company Profile:

Charlottetown is the capital city of Prince Edward Island, Canada. As the Capital City, Charlottetown is a full service municipality, including Public Works, Water and Sewer Utility, Parks and Recreation, Planning and Heritage, Tourism and Events, Emergency Services, and other various resident services.

Before Fraxion:

City of Charlottetown's Finance team was tasked with replacing their outdated Oracle ERP system with the new Microsoft Dynamics GP ERP 2020 system. Part of their ERP migration required the replacement of their old manual and partially automated purchase requisition processes with a new modern system. Included was the need for a new approach to managing purchase requisitions, email-based approvals, PO Change Orders and associated cost management controls integrated with Dynamics GP.

As their Microsoft Dynamics GP implementer and support partner, Endeavour Solutions was tasked to find an advanced Procurement Management system that could complement and expand the financial management functions within Dynamics GP.

Top requirements included secure Canadian-only storage, anywhere-anytime portal access for end-users to submit purchase requisitions, email approvals for managers and a tight integration with Microsoft Dynamics GP

The Solution:

The consulting team at Endeavour Solutions helped the City of Charlottetown evaluate different options and approaches, resulting in the selection and implementation of Fraxion e (formerly eRequester). The project team worked with key stakeholders at the City of Charlottetown to define and optimize new business processes for Purchase Requisitions,



"The automated emails and ability to approve purchase requests online anywhere-anytime, combined with the full contextual information needed to make informed decisions, greatly helps to improve their own productivity and ability to remain responsive to their teams."

CASE STUDY

Approvals, PO Change Requests, Receiving and the related automation of integrated process flows. With their new system, end users are able to use Fraxion to submit purchase requisitions online 24x7, resulting in an automated approval request being sent via email to the appropriate City of Charlottetown stakeholders.

These automated emails contain a rich set of data including a description of the request, comparison to budgets, a full audit trail of past changes and approvals, and an ability to instantly drill into additional details contained within Fraxion e or within Dynamics GP.

Business Benefits:

The end-user community, those who make purchasing requests on behalf of the City of Charlottetown, are thrilled with the ease of access and intuitive nature of Fraxion. This ease of access served to support the evolving 'work from home' capabilities being rolled out by the City.

The Finance team within the City of Charlottetown is appreciative of the time savings and automation of previously manual processes including: the automated creation of POs and accounts payable entries based on approved requisitions, PO change requests, and reconciliation of received items with invoices. Time savings have been realized as a result of the automated reports, full transaction audit trail history, and a series of advanced search functions within Fraxion.

The City of Charlottetown executive team and approval managers are perhaps the greatest benefactors of the new procurement system as they are able to achieve their vision for improved financial controls while making the procurement process more efficient.

BENEFITS

Benefit One

Ease of access and intuitive interface

Benefit Two

Efficiency and control

Benefit Three

Audit trails, automated processes and reports

Benefit Four

Seamless integration