

Transitional Support for SunGard Customers

The Innoprise Commitment

The Innoprise team brings years of history and knowledge about SunGard systems. From our Innoprise CEO Dennis Harward who co-founded HTE, Inc. (now SunGard) to several VP's and Product Managers. These resources and many others result in carefully planned and successful implementations from SunGard systems to Innoprise applications while Innoprise supports your existing system.

City of West University Place, TX

West University Place's IT staff is supporting their existing systems that had been in place since 1998 along with implementation efforts to deploy their new Innoprise web-based ERP software. The City's small 3 person IT department recently lost a critical support staff member that was extremely familiar with supporting West University's legacy H.T.E. (now SunGard) applications. By leveraging Innoprise's support and expertise on SunGard applications, the City is able to support their legacy application while implementing their new software in phases using a methodical approach.

Innoprise is providing help desk support on while the City's IT staff prepares to deploy Innoprise CIS, Financials and Community Development software. "Innoprise provides direct access to their knowledgeable technical staff and its helped cut through the red tape involved in past processes of support," said Gary McFarland IT Director for the City. West University's IT staff typically sends an email to Innoprise's help desk to get the ball rolling on a support issue. "Innoprise's response has been visibly better than our past support and we have been consistently getting fast turnaround on our support issues," added McFarland. West University Place is looking forward to bringing all Innoprise applications live at the City.

City of Bettendorf, IA

City of Billings, MT City of

Cheyenne, WY City of

Glastone, MO City of Greenwood

Village, co **Laramie**

County, WY city

of Loveland, CO City of

McKinney, TX **City of**

Lawrence, KS

City of Belton, MO

City of Pueblo, CO

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City of Logan, UT

In September 2009, the City of Logan, Utah purchased Innoprise Community Development, CIS, Work Orders/Facilities Management, Fleet and Financial Management software. The Innoprise Help Desk is supporting Logan as the City engages in their ERP implementation.

City of Billings, MT

Billings is the largest city in the State of Montana with a population of approximately 100,000 citizens. In May 2009, Billings purchased Innoprise's ERP software replacing the City's current H.T.E. (now SunGard) applications that had been in place since 1989.

"Innoprise provided an opportunity to migrate to a true browser-based system to allow Billings the ability to easily evolve and adapt to meet the needs of our organization and the citizens we serve," said David Watterson, IT Manager for the City. Innoprise Help Desk has provided Billings with transitional support on their SunGard applications as they prepare to implement Innoprise ERP applications. "We have had several opportunities to use Innoprise as support to our SunGard applications," said Barb McRae, Application Development Manager for the City. "Because Innoprise has several H.T.E. "veterans", the support has been excellent. We have needed help with Payroll, NaviLine, AR loans transfer to tax, and year end updates. Several of these calls were time critical, and the support was handled quickly and thoroughly. I had concerns initially how the support would be, but the Help Desk turned these questions over to the appropriate team members, and the issues were resolved," explained McRae.

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