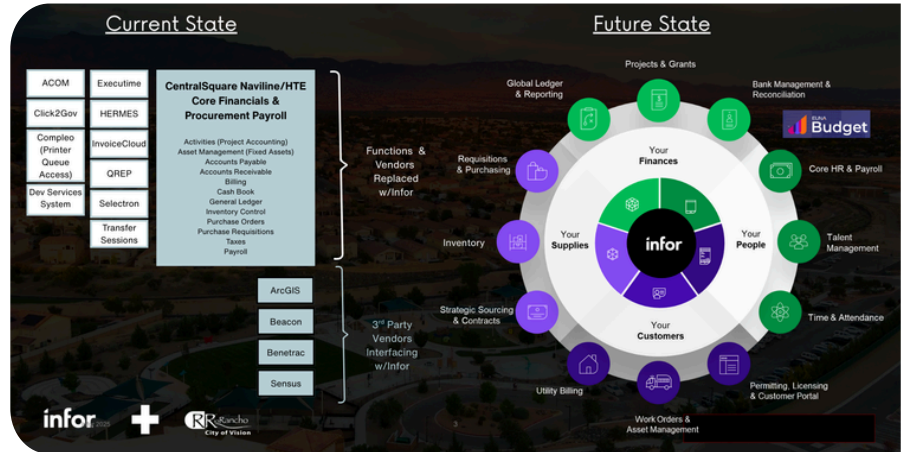


Transforming Rio Rancho: How Infor and Partners Made It Possible



OPPORTUNITY OVERVIEW

The City of Rio Rancho is the third-largest city in New Mexico, serving more than 112,000 residents across public safety, utilities, public works, parks and recreation, and other municipal services. After saving for this initiative for 14 years, the city issued an ERP Replacement RFP to modernize operations. Rio Rancho ultimately selected Infor and a team of best-in-class partners, with GForce leading the Finance and Supply Management (FSM) implementation.

GForce Modules



Financial Management

General Ledger, Accounts Payable, Accounts Receivable, Bank/Credit Card Mgmt, Billing, Budgeting, Cash & Treasury Mgmt, Close Mgmt, Customer Portal, Expense Mgmt (XM), Fixed Assets, Grant Mgmt, Lease Mgmt, Reconciliation Mgmt

Supply Management

Contract Management, Inventory Management, Inventory Intelligence, Project Accounting, Purchasing (Purchase Orders), P-Cards, Strategic Sourcing, Supplier Portal, Requisitions

“ When questions came up during demos, we didn't just talk about the features of the software, but what to expect from kickoff to go-live. The City said that’s what moved us from third choice to first. ”

Grant Crowell

Senior Account Executive
GForce Technology Consulting

Project Details

2+ Years

Overall project timeline across all partner workstreams

14 Months

GForce FSM timeline

5 Implementation Partners

GForce: FSM, XM

Inovium: HR, Payroll, WFM

VIP: Utility Billing

Origin: Permitting & Licensing

EUNA: Budgeting



Customer Type: Net New (public sector/municipal gov.)



Vertical: Public Sector



Bid Type: RFP



Procurement Channel: DLT Solutions (single-source contract)



Pricing Model: Fixed Bid

The Win

Infor assembled a team of best-in-class implementation partners to respond to Rio Rancho's RFP. GForce was selected to lead the Finance and Supply Management workstream. Additional partners supported HR, Payroll, Time and Attendance, Utility Billing, Permitting, Licensing, and other functional areas. Euna Solutions provided the budgeting platform, and DLT Solutions managed a single unified contract since the city's single-source procurement requirement.

Heading into demos, Infor was in third place behind Tyler Technologies and Oracle NetSuite. The full team went on-site for two and a half days of in-person demos, covering both software functionality and real-world implementation support. Alongside Infor's solution consultants GForce supported FSM implementation scenarios. As a result of the on-site demos, Infor moved from third to first and won the deal.

More recently, the full team returned on-site to walk through final SOWs with the city ahead of contract signing. That second round of face time gave Rio Rancho the confidence to move forward on a large, multi-year engagement.

Key actions that drove the win:

- Infor selected best in class team with GForce leading FSM workstream
- Coordination across all implementation partners, Infor & DLT to provide a seamless experience
- On-site finalist demos (2.5 days) with Infor and partners answering implementation questions
- Unified, coordinated RFP response with consistent messaging across all partners
- Second round of on-site meetings to walk through SOWs and finalize contract details with the city
- Partnered seamlessly with 5 vendors to present a complete, integrated solution



The Challenge

Rio Rancho was operating on CentralSquare Naviline/HTE for core financials, procurement, and payroll, along with more than a dozen disconnected legacy systems used across departments. These systems did not integrate with one another, limiting visibility into citywide operations.

As a result, leadership lacked a unified view of performance, staff relied heavily on manual processes, and the aging systems were approaching the end of vendor support. The city needed a modern, scalable platform that could unify operations and support continued growth.

In addition, several third-party platforms including ArcGIS, Beacon, Benetrac, and Sensus would need to integrate with the future system.

The Results

Rio Rancho selected Infor CloudSuite Public Sector and is consolidating numerous legacy systems onto a single cloud-based platform. GForce is leading the Finance and Supply Chain (FSM) implementation over a 14-month engagement covering 23 modules. The GForce team includes dedicated leads for AP, Finance, Supply Chain under a GForce Project Manager. Across all partners, the broader transformation program spans more than two years.