

CUSTOMER SPOTLIGHT

GWINNETT COUNTY, GA, USA

Fast Facts

- Located in suburban Atlanta
- 800,000 residents
- Over 4300 employees
- 437 square miles
- Home to 15 municipalities
- One of the fastest growing counties in the nation

www.gwinnettcountry.com



“The (Corporater) system has definitely raised the performance bar for our team.

Corporater’s entire team, from the technical experts working with our Information Technology staff, to the executive leadership team, has been instrumental in the successful deployment of our program. Tor Inge Vasshus has surrounded himself with true professionals. The entire leadership team has personalized our business relationship by demonstrating how much they want us to succeed at the Gwinnett County balanced scorecard initiative.”

Rick Reagan,

Manager of Performance Analysis, Gwinnett County

Background

With almost 800,000 citizens, Gwinnett County is currently the 9th fastest growing County in the nation, having doubled in population from 1980 to 2000. This is a notable feat for an already-populous County. Located in suburban Atlanta, Georgia, the County employs more than 4300 employees.

Formation of the Performance Analysis Division

The County leadership sought to adopt a more innovative approach to defining and managing performance at the business level. This idea required blending traditional performance assessment practices with continuous improvement methodologies. The Performance Analysis Division was formed to deploy this program in late 2006.

At that time, multiple industry level metrics and local metrics were being applied by County departments, but there was no single, consistent method for communicating overall performance. The County's

leadership team understood that performance was more than utilizing resources to get thing accomplished. They sought to answer the question of how to enhance performance on a continuous basis and how to communicate that story to everyone.

Moving from a project-based to a strategy-based approach

Performance management was largely project focused prior to adopting a more comprehensive performance management point of view. County leadership sought to capitalize on best practices and raise the level of awareness by defining success in measureable terms. Transitioning from a project-based perspective to defining strategic objectives and initiatives with relative key performance indicators, and aligning and cascading the same represented an information management challenge. The County required a system that provided the visual, as well as functional, management of the information.

Selecting the solution

The County needed more than a product to track performance metrics, and Corporater distinguished itself from other organizations by demonstrating a true commitment to the balanced scorecard methodology. This was a defining characteristic in the request for proposal, and Corporater clearly demonstrated its commitment to forming a mutually beneficial partnership that the County knew would be essential to the success of their program.

How Corporater EPM Suite is used by the County

59 scorecards are in place for 13 departments, 43 divisions, and 3 business units. The County has found that Corporater EPM Suite is very easy to learn. They have been able to train a group of department and division level employees as higher-level experts with the system. These individuals are capable of building scorecards and configuring the data to meet their specific needs. Routine input to update the system is provided by individuals who have less technical expertise, and this group of users is growing rapidly.

There are 43 divisions and 3 business units reporting to the 13 groups shown below:

- County Administrator
- Police Department
- Fire and Emergency Services
- Department of Water Services
- Law Department
- Department of Community Services
- Information Technology Department
- Department of Corrections
- Department of Transportation
- Department of Human Resources
- Department of Financial Services
- Department of Support Services
- Planning and Development Department

Working with Corporater

Corporater's entire team, from the technical experts working with County Information Technology staff, to the executive leadership team, has been instrumental in the successful deployment of the program. The County has been impressed with Corporater's attitude to address the smallest concerns, the sharing of scorecard data management ideas, and an openness to actively pursue product improvement input from the customer base.

Results

Greater transparency

The County has demonstrated the systems and the information in various forms. Most recently, the BSC was a central topic at the Board of Commissioners' Retreat. This forum provides County leaders, elected officials, and the media a look at the performance program. The long-term objective is to make the system more visible to all citizens by displaying the system on the intranet.

Greater accountability

Corporater EPM Suite has raised the performance bar for the County team. Continuous improvement commitments are now defined and communicated regularly in monthly director meetings with the executive leadership team. This information is not only used to gauge the organization's overall progress, but is also used as a component in leadership performance appraisals.

Managing Initiatives

Gwinnett County uses more than 800 strategic initiatives across the 59 groups using the system. These are detailed in the system to allow individuals to understand their contribution to the overall success in meeting defined and desired outcomes.

Managing Risk

The Risk Management division is also involved and a number of County compliance and regulatory objectives are contained in scorecards. Also included are the monitoring water quality, safety and security of citizens, and employee health and wellbeing in the system.

Future Plans

The County foresees continued deployment in the elected officials' organizations. This is integral to their comprehensive strategy. Given they are critically important to overall success and that they represent a large portion of County resource allocation, it is viewed as important for them to embrace the same performance platform.

About Corporater

Corporater is a software company specializing in the development of Enterprise Performance Management solutions. Established in 2000, Corporater is a market leader in software solutions for Balanced Scorecard and currently has over 200,000 licensed users.

Corporater's BSCol certified solution is used by a wide range of public and private businesses and organisations, including state and local government, energy, banking and finance, oil and gas, shipping, manufacturing, health care, media and communications. Corporater partners with leading management consulting and IT companies with expertise in performance management solutions, and has distributors worldwide.

Evaluate our solutions

- View demo
- Schedule a guided demo
- Request for Information
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- Contact Corporater

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