




Public Administration

*Microsoft Dynamics NAV
Solutions for Public Administration*

Improve operational efficiency for effective service delivery



Microsoft Dynamics NAV

A photograph of a healthcare worker, a woman with dark hair in a ponytail wearing a white polo shirt and light-colored pants, assisting an elderly woman with a walker. The elderly woman has short white hair, wears glasses, a light green turtleneck, a white jacket, and light-colored pants. They are walking down a brightly lit hospital hallway with blue walls and doors on either side. The worker is smiling and looking at the elderly woman, who is also smiling. The walker is a silver metal frame with four legs and two handrails.

“Finance Department expenditures per [US]\$1,000 of the city budget for the upcoming year will be half that of neighboring cities which produce information of comparable quality.”

**Chris Robuck, Finance Director
City of Sherwood, Oregon, USA**

GROW

Expand your capacity to meet increasing service demands

For most public administration organizations, budgets are unable to keep pace with a growing set of responsibilities. Agencies are being asked to do more with less—and to provide detailed, timely information about how all public funds are spent. In nations and local municipalities across the globe, agencies are finding it increasingly difficult to meet the demands of their citizens for more responsive service and to keep up with reporting requirements without overspending the budget.

Complex reporting structures and management processes, as well as incompatible legacy systems, hinder many public sector organizations from consolidating and standardizing their business systems. Without integrated, flexible systems, implementing progressive new practices such as the accounting and budget reforms currently pursued by many members of the European Union is difficult, time-consuming, and expensive. Many services, reporting activities, and operational processes remain manual and require redundant data entry from system to system. As a result, government agencies, social service organizations, and

civil authorities struggle against potential delays, inaccuracies, and other process inefficiencies and are deterred from moving forward with reform.

Microsoft Dynamics™ NAV is a flexible, attractively priced business management solution that can help small and midsize public administration agencies improve operational efficiencies and deliver on the promise of good service to citizens and employees. With a Microsoft Dynamics NAV solution, you can connect people, information, and processes across your organization with a single comprehensive solution that integrates all your critical financial, human resources, and customer relationship data.

With its open development environment and feature-rich application areas, Microsoft Dynamics NAV is easy to customize. Supported by a global network of Microsoft Certified Partners that specializes in developing and implementing public administration solutions for organizations just like yours, your agency can tailor an application to suit your unique business needs and comply with local and national regulatory requirements.

A Microsoft Dynamics NAV solution can help public administration agencies:

- **Improve operational efficiency across the organization.**
- **Respond quickly and effectively to citizen requests.**
- **Streamline complex payroll and human resources processes.**
- **Manage public funds effectively and automate financial reporting.**

A semi-truck is driving on a snowy road, kicking up a large cloud of snow. The road is covered in a thick layer of snow, and the surrounding trees are also covered in snow. The sky is overcast, and it appears to be snowing heavily. The truck is moving towards the viewer, and its headlights are on. In the background, another truck is visible on the same road, further away. The overall scene is a winter, snowy day on a highway.

Maximize operational efficiency across your organization

Microsoft Dynamics NAV can help streamline your business processes and increase efficiency by automating business tasks and integrating critical financial, manufacturing, distribution, customer relationship management, and e-commerce data. When you have access to real-time information, you can gain insight into your organization and help ensure that your employees, partners, and customers always have the data they need, when they need it.

Automate routine tasks and integrate processes

With a Microsoft Dynamics NAV solution, you can automate routine manual processes, freeing up employees to concentrate on their primary mission rather than on time-consuming administrative chores. Integrated processes can help increase employee productivity by minimizing redundant data entry and reducing time and effort. In addition, by setting up e-mail alerts and notifications, your employees can speed transactions and approvals with, for example, critical supply chain processes, invoicing, or expense reports.

A Microsoft Dynamics NAV solution can help you to do the things you do efficiently. For example, with a Microsoft Dynamics NAV solution, public administration agencies can:

- **Manage inventory, warehouses, work orders, job costing, and documents.**
- **Implement an asset management plan.**
- **Link key accounting processes across databases to automate tasks.**

Gain visibility into your agency

With access to real-time, integrated information from across your organization, you can manage your agency effectively and make fast, well-informed decisions. Flexible views, graphical key performance indicators, and rich drill-down capabilities make it easy to sort, filter, and analyze data. Continuous system updates and powerful reporting and

analytics capabilities can give you the information you need to understand trends, monitor performance, and spot problems.

Create a flexible, effective work environment

In addition to helping ensure data availability, Microsoft Dynamics NAV enables employees to access the data they need right from the familiar Microsoft Office system programs they use every day. For example, users can generate reports and PivotTable® dynamic views in Microsoft Office Excel® instead of juggling multiple applications. Employees can also rely on e-mail alerts in Microsoft Office Outlook®; synchronize Microsoft Dynamics NAV functions with their Outlook calendar and tasks; and use Microsoft Office Word to create business letters.

Connect across systems and platforms

Integrate your Microsoft Dynamics NAV solution with legacy systems, core financial systems, and other specialized applications by using the Microsoft Dynamics NAV rapid application development environment—and further increase data sharing and process integration. For example, you can use XML support and Web portal functionality to integrate your system with a hub application at a parent organization to help smooth the flow of information and improve efficiency.

MANAGE



Build strong relationships with the people you serve

Responding quickly and effectively to citizen demands is a challenge for most government and social service agencies. Your goal is to provide excellent service, but your mandate is to keep costs down. You don't have to choose either/or. A Microsoft Dynamics NAV solution developed specifically for public administration organizations can help you meet both your financial goals and your service goals with an easy-to-use portal solution.

Provide personalized service 24 hours a day

With a Microsoft Dynamics NAV solution for public administration, you can provide highly available, personalized information and services to citizens 24 hours a day. The people you serve can view account information, apply for permits and licenses—even make payments from any location at any time through a robust Web-based interface. By providing multiple avenues for submitting requests, you give people the choices and control they need while reducing the workload of your customer service personnel.

You also can centralize and track your operations and service requests from citizens, so you no longer have to worry about questions or requests going unanswered. An audit trail helps you analyze needs and adjust your priorities and budget accordingly. And with the robust multilanguage support in Microsoft Dynamics NAV, you can communicate effectively with all the people you serve in their primary languages.

Boost productivity by streamlining critical operations

For agencies that want to increase operational efficiency, there's no better place to start than with automating routine human resources tasks. Microsoft public administration solutions built with Microsoft Dynamics NAV can provide a powerful, integrated payroll and human resources solution that can manage employee data, process payroll, track benefits, and simplify reporting.

Enjoy a flexible, comprehensive payroll solution

Microsoft Dynamics NAV solutions for public administration can integrate human resources and payroll data with general ledger data to provide accurate, up-to-date information across your organization, so that your human resources staff can:

- **Define pay cycles and track payroll information against jobs.**
- **Process a large number of employee updates quickly.**
- **Create organizational charts, define positions, and convert applicants to employees.**
- **Analyze and rate applicants for a position based on their qualifications.**
- **Manage all communications with employees and applicants through document control.**
- **Support position-based human resources and payroll systems.**

Empower employees to serve themselves

Let your employees be part of the solution! With a Microsoft Dynamics NAV solution for public administration, they can view and update personal information, submit timesheets, and check the status of their compensation package, all through a highly customizable Web-based interface. All the information that employees enter in the system is managed in a single, integrated human resources database, eliminating the need for duplicate data entry and reporting.

CONNECT



Simplify accounting procedures and optimize fund management

Microsoft Dynamics NAV solutions for public administration can help you maintain the fiscal responsibility of your agency while providing critical funding for your core services. The drill-down and filtering capabilities in Microsoft Dynamics NAV enable you to get right to the financial information you need so you can identify trends and analyze business activities. You can examine individual transactions quickly and easily, and even navigate to data stored in other OLE DB-compliant databases.

Streamline interfund accounting

Time-consuming and error-prone, fund-based accounting creates headaches and risks for government and social service agencies. With a Microsoft Dynamics NAV solution for public administration, you can automate the transfer of funds across accounts, divisions, and agencies to help ensure that all your account balances stay accurate and up to

date. In addition to a comprehensive view of all your accounts, you can perform transaction analysis to confirm that fund accounts are balanced and make the necessary adjustments to help ensure they are reconciled.

Track budget commitments and encumbrances efficiently

A Microsoft Dynamics NAV solution for public administration also can provide the checks and controls that help your agency stay within its budget. You can track online requisitions as commitments and reserve encumbrances to help ensure that funds are correctly allocated; set tolerance levels for spending that exceeds budgetary limits; and create secure encumbrance approvals. You can also track encumbrances on an annual, period, or year-to-date level for simple, accurate period- and year-end reporting.

SIMPLIFY

Create budget integrity with automated grant management

Governmental agencies and social service organizations depend on grants to support critical public services. You can extend your Microsoft Dynamics NAV solution to include grant management functionality and manage the full life cycle of a grant from application through awards and final reports. The solution can track grant costs and transactions in one centralized, easily accessible location; it also provides up-to-date information about grant performance.

With a Microsoft Dynamics NAV solution for public administration, you can:

- **Prevent overspending with automated cost tracking.**
- **Manage budget checking, approval processes, and temporarily restricted funds.**
- **Set up automatic transactions that record the sources of revenue and the payable transactions for each grant.**
- **Validate transactions against budgets on a period-by-period, grant-to-date, or grant-life basis.**
- **Improve decision-making by providing online, real-time cost accounting information.**
- **Monitor approval of grant protocols.**
- **Improve grant reporting and accountability with data for each grant in one convenient, easily accessible location.**
- **Provide financial reports to grantors around the world in their own currency.**



Streamline revenue collection and reporting processes

Good financial management requires more than just accounting tools. To help ensure financial stability and accountability, some agencies may need a solution that can manage unique revenue streams, such as:

- **Tax assessments and collections.**
- **Permitting and other fee-based services.**
- **Utility billing.**

With a Microsoft Dynamics NAV solution for public administration, you can extend your solution to add comprehensive revenue collection functionality to help you meet the demanding requirements of your agency. Payment and debt management functionality enable the efficient collection of taxes and fees, and facilitate the prompt processing of these payments. A Microsoft Dynamics NAV solution for public administration can also link citizens with their properties and meters

to help implement a cohesive tax and utility billing system. You can offer paper or electronic invoicing and produce statements that show rolling balance details.

And, your Microsoft Dynamics NAV solution can support multiple rate calculation methods, so you can customize rate structures for the most complex billing requirements. For example, you can bill utilities by time of day, season, or peak periods.

Maintain a complete audit trail

Government and social services organizations are subject to a host of special controls, rules, and regulations. To meet the demands of this ever-changing set of regulations and accounting standards, you need reliable, accessible, and auditable data. The centralized data and robust information tracking in Microsoft Dynamics NAV can help you meet the unique reporting requirements of each project. And, you can easily put the same detailed information required for compliance into intelligence that can drive your decisions.

STREAMLINE

Work with a business partner that understands your needs

A global network of Microsoft Dynamics NAV partners specializing in public administration can help you implement a solution that fits your organization. These partners know how government, social services, and other non-profit organizations work and have the experience and technical expertise to customize the solution to your specific needs. They speak your language and appreciate the complexities of your processes.

They also know Microsoft technology and Microsoft Dynamics NAV, including its open development environment, developer toolkits, industry templates, and scalability. They can get you started with a solution that is fast to implement and easy to use, upgrade, and maintain so you can adapt your solution as your business grows.

“The agency can issue service packs to the ‘spokes’ containing the necessary changes to comply with any new legislation that influences the solution. Because [Microsoft Dynamics NAV] is object oriented, updates can be uploaded quickly and easily by the institutions without a need for on-site consultants.”

**Henrik Jeberg, Chief Information Officer,
Økonomistyrrelsen (Agency for Governmental
Management), Denmark**





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About Microsoft Dynamics:

Microsoft Dynamics is a line of financial, customer relationship, and supply chain management solutions that help businesses work effectively. Delivered through a network of channel partners that provide specialized services, these integrated, adaptable business management solutions work like and with familiar Microsoft software to streamline processes across an entire business.

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For more information about Microsoft Dynamics NAV, please visit www.microsoft.com/dynamics/nav.

For more information about technology and the public sector, visit www.partnermarketplace.com/global.