



State of Idaho Deploys First-Ever Full ERP in Multi-Tenant Cloud on AWS

Overview

The [state of Idaho](#) achieved significant financial and operational benefits by replacing its outdated back-office system and over 75 ancillary applications with the first-ever, full enterprise resource planning (ERP) suite from [AWS Partner Infor](#) deployed in a multi-tenant AWS GovCloud (US). Working with [Deloitte Consulting LLP](#), also an [AWS Partner](#), Idaho implemented this modern system that expands capabilities, streamlines workflows, and integrates data for all the essential financial, procurement, and human resources processes of the state. This FedRAMP-compliant solution meets stringent security requirements.

Grappling with Outdated Systems

In Idaho, the state government's financial and human resources (HR) systems impact nearly everyone, and some \$13.8 billion flows through these systems annually. Lawmakers depend on the systems for accurate and timely data to inform spending and program decisions. Over 20,000 state employees manage work, track hours, access benefits, and get paid through them. More than 39,000 vendors depend on the systems for procurement, and the citizens of Idaho rely on them for government services and transparency into how tax dollars are used.

The state's 30-plus-year-old technology powering these services was no longer supported by the original vendors, leaving it vulnerable to outages and security risks. And new hires were not educated in the outdated infrastructure, creating skill set scarcity as employees retired. Over the years, the needs of the state's 86 agencies exceeded the capabilities of the legacy technology, and the gaps were filled with over 75 siloed software systems. "The previous environment led to decision-making that was not based on the whole picture, and it created inefficiencies because employees had to spend time connecting data from multiple systems," says Scott Smith, chief deputy controller for the state of Idaho. "We were seeing a proliferation of IT buys, resulting in duplicative systems and increased costs. We needed to manage the system as an enterprise and standardize the data." As a fast-growing state, Idaho required a more flexible system to meet the current and future needs of its workforce and citizens. "We realized that if we didn't create a better backbone for the state's operations that could grow with the new workforce, we would fall behind in what citizens expected," adds Smith



About the State of Idaho

Idaho's population of nearly 2 million is growing rapidly. To meet changing needs more efficiently, the [State Controller's Office](#) modernized the technology that runs the state's accounting, human resources, and payroll operations. Known as Project Luma for the transparency and visibility it brings to these essential functions, the modernization positions Idaho as a leader in cloud-based government operations.

AWS Services Used

- [Amazon Elastic Compute Cloud](#) (Amazon EC2)
- [Amazon Elastic Block Store](#) (Amazon EBS)
- [Amazon SageMaker AI](#)
- [Amazon DynamoDB](#)

Benefits

- 86 agencies integrated data into a single, unified system
- 75+ disparate systems consolidated into 1
- 30-plus-year-old technology replaced with a modern, scalable system
- Strengthened security posture with FedRAMP-certified AWS GovCloud (US) and multi-factor authentication for 20,000+ employees
- Introduced mobile access and replaced batched data runs with real-time visibility

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Scott Smith

Chief Deputy
Controller, State of
Idaho

Innovating with a Full ERP on AWS

The state of Idaho worked with Deloitte and Infor to modernize its financial and HR processes statewide and replace legacy technology with a full ERP solution developed by Infor and deployed in a multi-tenant [AWS GovCloud \(US\)](#). This cost-effective approach on [Amazon Web Services](#) (AWS) infrastructure enables the state to run financials, supply management, procurement, human capital management, payroll, and workforce management systems through Infor’s software as a service (SaaS) model, offloading the management of infrastructure and software so state employees can focus on their core functions. Authorized users can access all functions with a single login, and multi-factor authentication improves security. “Our thorough evaluation showed that we needed a SaaS solution providing modern infrastructure with which we could improve processes, adapt to changes quickly, and meet future demands rather than face large technology upgrades that would slow us down,” says Smith. “One of the things we like about Infor’s solution is that it is embedded in the AWS infrastructure with the security controls and ability to scale.”

This modern system runs in a secure, FedRAMP-compliant AWS environment with embedded governance, risk, and compliance, ensuring stringent security and leveraging major compliance investments made by AWS. “FedRAMP certification was a key piece in our selection of AWS,” says Brandon Woolf, the Idaho state controller. “We face near-constant cyberattacks, and we must protect the personal data we hold. If we don’t take security seriously, we will erode the trust our citizens have in their government.”

Infor’s solution leverages over 50 AWS services for a robust offering with industry-leading performance. The solution runs applications on [Amazon Elastic Compute Cloud](#) (Amazon EC2) for secure, resizable compute capacity in the cloud and uses [Amazon Elastic Block Store](#) (Amazon EBS) to store Amazon EC2 instances, which are then backed up to [Amazon Simple Storage Service](#) (Amazon S3). [Amazon SageMaker AI](#) is used to build, train, and deploy machine learning models, and [Amazon DynamoDB](#) stores data securely in a fully managed database with single-digit millisecond performance at any scale.

Driving Efficiency, Cutting Costs, and Expanding Capabilities

The new solution enabled the state of Idaho to decommission its legacy infrastructure that was more than 30 years old and replace over 75 disparate software programs used by individual agencies with one system. The new platform provides disaster recovery, resiliency, backups, and multiple layers of security all in a streamlined system. The state’s 20,000 employees can access the system from desktop or mobile devices, and they benefit from automated workflows, electronic approvals, and access to real-time data—including benefits information. “Employees now have access to their digital employment record, and it goes with them if they move to another agency in the state. They also have access to a digital career center where we can provide training and development,” says Smith.

The state of Idaho reduced operational costs by standardizing business processes and implementing best practices across the enterprise. This enabled the integration of data from 86 agencies into a single, unified source of truth. Additionally, the controller's organization overcame challenges related to answering key questions from legislators, such as details on state contracts, budget commitments, and inter-agency program costs. "Now we can make better decisions based on a complete picture," says Smith.

The new scalable system lays the foundation for innovation, meeting the state's needs today and in the future. "This is the first and only full, statewide ERP that's live with a multi-tenant structure," says Susan Wiemeyer, senior vice president of sales and service industries at Infor. "That enables the state of Idaho to always run the latest and greatest software, which is always current. With Deloitte, we codeveloped additional industry-specific features to provide critical last-mile functionality. Today, this functionality is part of our core Infor CloudSuite™ Public Sector platform so all organizations can leverage it, and Deloitte is positioned to implement." Nick McCabe, managing director at Deloitte, says, "The Deloitte and Infor partnership offers public sector organizations like the state of Idaho a unique approach to modern, secure ERP solutions. Our firm's experience in the public sector, along with Infor's focus on ERP platforms for this market, allows us to jointly provide solutions developed specifically for states, cities, and counties for today and tomorrow."

About the AWS Partners Infor and Deloitte Consulting LLP

Infor, a leading global enterprise resource planning (ERP) company, fills the gap for regulated industries with its software as a service (SaaS) built entirely on AWS. Infor is an AWS Partner, and its ERP solution is among the largest ERP solutions built on AWS, using more than 50 AWS services.

Deloitte Consulting LLP is one of the largest professional services firms in the world and a leader in digital transformation strategy. Deloitte assists clients in turning complex business issues into opportunities for growth and helps clients transform in the digital era.

