



CASE STUDY

Elsinore Valley Water District finds its flow with Infor Customer Success Plus

Elsinore Valley Municipal Water District (EVMWD) is a public, nonprofit agency that provides public water service, water supply development and planning, wastewater treatment and disposal, and recycling services for a 96-square-mile service area in Southwestern Riverside County, California. The agency was founded in 1950 and currently holds more than 47,000 water, wastewater, and agricultural service connections.



Industry

Municipal utility

Employees

165

Infor product

Infor® Customer Success Plus

Service area

96 square miles in Riverside County, CA

Annual operating budget

\$74 million

Website

evmwd.com

“Our Infor relationship is way different from the relationships we have with other software vendors. This is a long-term business relationship, and Customer Success Plus is the key enabler of that partnership.”

JIM OLLERTON

Director of Information Technology, Elsinore Valley Municipal Water District

Transforming business through evolving partnerships

EVMWD is a long-term partner of Infor, having leveraged several of Infor's industry-specific solutions to help streamline operations. The organization is an Infor OS user; early adopter of Infor's Financials & Supply Management ERP solution; selected beta customer of the multi-tenant, global, Infor Payroll system; and Infor HCM customer. EVMWD recognized that the next step in expanding an already solid partnership would be through an Infor Customer Success Plus services pilot program to help ensure the organization's continued stability and success. After experiencing the benefits of Customer Success Plus, EVMWD signed a three-year agreement to continue its enrollment in the program.

EVMWD's already strong relationship with Infor was further deepened by pairing the organization with an Infor Customer Success Manager (CSM). This allowed EVMWD and Infor to collaborate on high-level business initiatives and product adoption, as well as ensure the organization received value from the solution.

The CSM and EVMWD's operations team worked closely to ensure the overall health of the organization, with an emphasis on finances, internal processes, and product management. To best meet the needs of EVMWD, enable a true business transformation, and develop a proactive approach to operations, the CSM implemented Executive Business Reviews (EBRs) that focused on product usage and customer business goals.

“Once we had a taste of Customer Success Plus, we signed a three-year agreement at the end of the trial period. We continue to gain value from the offering and our CSM.”

JIM OLLERTON

Director of Information Technology, Elsinore Valley Municipal Water District

Business challenges

- Enhance support and Infor development activity reporting
- Transition to a more proactive business improvement model
- Reduce incident-resolution times
- Improve the end-user experience

Building better business insights with Executive Business Reviews

Infor's Customer Success Plus services are designed to help customers reach their business goals through increased collaboration and insight. The CSM working with EVMWD immediately integrated with the organization's business processes, assisted with goal setting, addressed support and development concerns, and even partnered directly with Infor executives to help ensure a solid return on EVMWD's software investment. The EBRs provided EVMWD leadership with deeper knowledge of the organization's Infor product suite and operations, and provided an action plan on how to best use these insights for a more resilient business.

A key element to success was turning this data into actionable insights and presenting those insights to the right people. Whenever an EBR was conducted, the CSM shared findings with the organization's decision makers and mission-critical players. EVMWD's director of HR and the CFO were present for the reviews. With the CSM, they worked together to find strategies that would best leverage the EBR findings to optimize operations.

Following an early EBR, a health check was developed that captured a comprehensive view of how EVMWD was using Financials & Supply Management since its adoption in 2017. This helped lead to a coordinated partnership with Infor Services, where EVMWD's current usage of the solution was analyzed to determine product enhancements that would be useful for improving business. As a result, a "future-forward" plan was established to help EVMWD enhance its financial and supply chain processes.

Reducing open tickets and improving incident resolution via internal advocacy

One of EVMWD's biggest challenges had to do with the amount of time it took from IT incident creation to reach a resolution of said incident. EVMWD briefed the CSM on the internal support incidents that were keeping its IT team from addressing other mission-critical processes. The CSM then worked as an internal advocate to help improve traction on open tickets and streamline the support experience. Priority was given to incidents that were most important to the business, as well as incidents that were open the longest.

Before joining the Customer Success Plus program, EVMWD had 40 open IT incidents awaiting resolution. After joining the program, this was reduced to just 17 low- to standard-impact, open incidents. EVMWD and the CSM remain committed to reducing this number even further by taking additional preventative measures for a better end-user experience. This strategy is supported by the constant collaboration between the CSM and EVMWD to improve processes and response time.

Business results

- Reduced open IT incidents by 57.5%
- Gained a dedicated partner to help manage and facilitate mission-critical processes
- Enabled accurate executive reporting and review process at a routine cadence
- Established 24/7 access to online training resources for all staff members

Introducing self-directed learning via Campus Plus

To further enhance the progress already made, EVMWD licensed Infor Campus® Plus to give its staff access to an extensive and comprehensive training library. The Campus Plus training tools and educational materials provided an open learning portal for new and established team members to learn more about their technology solutions and existing processes. This access to self-directed training materials supports EVMWD's mission of continuous improvement and supports its goal of business transformation and process improvement.

Additional resources

- [Infor Customer Success Plus program features](#)
- [Infor Campus Plus](#)

“ Customer Success Plus has created a different relationship with Infor. Our CSM is a person, a friend that's working with the organization as an advocate. Our CSM is invested in us.”

DANIEL MARKHAM

Application Specialist, Elsinore Valley Municipal Water District

[LEARN MORE](#) 



Infor builds business software for specific industries in the cloud. With 17,000 employees and over 67,000 customers in more than 170 countries, Infor software is designed for progress. To learn more, please visit www.infor.com.

Follow us:     

Copyright© 2021 Infor. All rights reserved. The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All other trademarks listed herein are the property of their respective owners. www.infor.com.

641 Avenue of the Americas, New York, NY 10011

INF-2481210-en-US-0521-1