



# Powering High-Performance Government

Lawson ERP delivers advanced capabilities to public-sector enterprises.

## Investing Wisely

### **Lawson helps governments and educational institutions get the most from ERP.**

When Richard and Bill Lawson founded Lawson Software in 1975, they set out to bring best practices and best business applications to clients who wanted to become high-performance organizations without having to over-invest to achieve first-class operations. More than 30 years later, Lawson continues to live by that philosophy. The company was a pioneer of open architecture solutions, which allows software applications to run on most computing platforms and also allows users to upgrade all of their computing components without restrictions from the manufacturer. From the beginning, Lawson understood that the utilization of open systems technology could help to better address client needs at lower costs.

Today, Lawson is committed more strongly than ever to these principles, using open systems and powerful technology to create easy-to-use solutions for government and education organizations.

Government and education organizations face constantly evolving challenges. Service demands, regulatory responsibilities and budget pressures all are growing. Traditional methods of meeting these requirements are simply too costly and inefficient. Many organizations continue to operate on old mainframe systems and disparate layers of technology that result in organizations struggling to keep up with modern demands.

For many organizations, enterprise resource planning (ERP) systems present an attractive option to address these demands. With government and education budgets constantly in flux, cost and effectiveness of ERP solutions become crucial considerations. ERP solutions for government and education organizations need to be flexible, cost-effective, and easy to implement and maintain over their complete life cycle.

Many ERP software packages consist of inflexible proprietary software that forces users to either completely change their business processes or perform expensive source code alterations that limit their ability to implement future upgrades or easily integrate with operational or regulatory systems and data. These challenges are magnified for public organizations because these decisions not only affect operations, they also impact constituents and their tax dollars.

### **Lawson ERP solutions are highly scalable so the technology can grow to meet the needs of 24-hour, always-on public service.**

Lawson solutions are designed to help provide clients with ease of use, open architecture and easy integration with other systems to provide clients with a lower total cost of ownership. Lawson also provides solutions that help build in flexible business process management and workflow tools so government agencies can tailor business processes and procedures to fit their needs, without performing complex coding changes.

Utilization of user-friendly, web-based interfaces and self-service capabilities increase constituent satisfaction and help organizations save time and costs associated with retraining government workforces. There is no code to load on client machines, which helps greatly reduce technical complexity and maintenance costs while enhancing speed to capability and upgradability. And Lawson ERP solutions are highly scalable so the technology can grow to meet the needs of 24-hour, always-on public service.

The collaborative open Lawson infrastructure provides you with the tools for simple and comprehensive sharing of information, and can easily be extended through internal and external portals to allow you and your supply chain partners to synchronize activities and cut out wasting time.

Lawson ERP solutions deliver powerful tools that help address the challenges of 21st-century public service. From budgeting, financial management, human resources and procurement applications to performance management and services automation, Lawson helps position agencies to optimize their performance while making intelligent use of taxpayer funds.

Along with powerful technology, Lawson delivers services that help provide vital support to thriving government operations. From deployment expertise to reliable ongoing support, Lawson establishes a long-term commitment to its clients' success.

## **Lawson is ERP**

Lawson enterprise management systems transform government operations by automating, streamlining and improving business processes — helping organizations improve service and lower costs. This software suite provides CFOs and department heads with insight into the status of their available funds and the effectiveness of program expenditures.

Using the Lawson Enterprise Financial Management Suite, decision-makers gain insight to help prioritize projects and spot cost-cutting opportunities. These tools give CFOs, department heads and other officials a comprehensive view of organizational performance that can be broken down by fund, function, activity, project or program. This allows administrators to make decisions on actionable information.

Lawson human capital management applications help automate core functions, such as staffing, compensation, payroll and benefits administration, enabling the organization to eliminate stacks of paper forms and replace inefficient processes. The software scales to meet the needs of any size organization and easily integrates with other Lawson or non-Lawson solutions.

The Lawson Human Capital Management Suite helps shorten administrative cycles in areas such as payroll from weeks to days or hours, and it can assist an organization in virtually eliminating duplicate data entry. The system can be set up to allow employees to enroll in or amend benefits, change tax withholdings, update personal data and sign up for professional development opportunities from any location via the web, helping to increase employee satisfaction and retention. Integrated Internet-based e-recruiting capabilities help support online job announcements, applications, position management, position budgeting and position control while helping an organization shorten the time from identifying a need to hire to actually hiring the applicant.

The Lawson Supply Chain Management Suite provides state-of-the-art strategic sourcing, contract management and procurement capabilities — including procurement card management, invoice matching and fast reconciliations. Designated employees may create their own requisitions, have them automatically routed for approval or do their own purchasing through procurement cards. Integration with Lawson Financials allows purchases to rapidly post to the general ledger. Robust funds checking and encumbrance accounting helps ensure organizations comply with budget constraints, while spend-analysis tools help organizations obtain low prices and increase local vendor participation in procurements.

Lawson Enterprise Performance Management helps an organization transform basic reporting into actionable business intelligence. Configuration capabilities enable users to quickly aggregate information from across multiple departments for comprehensive reporting. The system can be designed to deliver customized reports, dashboards and scorecards, and easily pinpoints specific data needed for informed decision-making.

Lawson Services Management tracks, routes and helps an organization prioritize its service requests — strengthening project management and improving resource allocation. This sophisticated tool helps make internal service departments, such as IT organizations, more cost-effective and responsive to client needs.

All of these solutions are designed to limit the need for new hardware investments. The Lawson commitment to open architecture, when combined with the Lawson Business Process Management Suite, enables an organization to forge related interactions into a single, automated business process and bring together data from any number of systems, no matter how disparate — allowing agencies to more cost-effectively add new capabilities and have them work together within the enterprise.

Lawson ERP applications and related solutions help governments deliver higher-quality services with greater efficiency and accountability. They're also backed by the Lawson commitment to help organizations achieve on-time and on-budget deployment, which can greatly reduce the common risks involved with implementing more complex proprietary ERP technology.

## **Unique Technology**

Among ERP vendors, Lawson stands out as a provider of web-based open architecture solutions. As the rest of the industry creates complex middleware and proprietary technology stacks, Lawson incorporates industry-standard integration platforms, such as IBM WebSphere, Tivoli Directory Server and DB2 database.

Open standards are believed by many to be a key consideration for government agencies when considering ERP implementations. Governments no longer can afford proprietary solutions that may not adapt to changing technology or that create dependence on costly consulting services.

Across the nation, governments are witnessing the awesome power of open source and open standards. As the only major ERP provider to embrace the principles of open standards, Lawson helps position its clients for future realization of improved application management capability, increased performance and scalability. Furthermore, utilization of open standards facilitates far greater collaboration between systems — Lawson and non-Lawson alike.

## **Professional Service**

ERP implementation can be a difficult undertaking for any size agency. Choosing the right partner often determines if an ERP deployment delivers a fast return on investment or languishes under a cloud of complexity. Lawson offers service, support and deployment expertise, so agency ERP projects quickly begin generating benefits.

Lawson works closely with agencies to formulate a comprehensive, goal oriented project plan. Trained and certified consultants assist in crafting a project charter to define every critical element of the deployment. In addition, the plan takes into account the needs and limitations of government agencies — from funding considerations and time demands, to existing infrastructure issues.

Lawson consultants also work with agency administrators and managers to develop business processes that make the most of new technology. Agencies transitioning from older technology can be confident that Lawson will completely analyze and understand their infrastructure situation and create solutions accordingly.

Like any successful venture, a Lawson implementation is about much more than innovative technology. It is about people. Lawson understands ERP projects can be challenging for an agency's work force. The Lawson commitment to service and partnership with clients includes assisting with communicating to employees and overcoming resistance to change.

To facilitate a smoother transition, Lawson helps government clients develop a communication plan that defines what, exactly, is taking place and how employees will benefit. In addition, Lawson and agency administrators can create a change management plan that assists everyone in the agency with the implementation and offers support to employees. And with 30 years of expertise and experience in data migration, Lawson helps assure government agencies that vital information can be safely transferred to new applications.

Many ERP project vendors deliver the software and leave the rest to the client.

### **Agencies working with Lawson have a dedicated partner every step of the way — and that commitment continues well beyond the deployment phase.**

With Lawson, defining and planning the implementation is only the first step toward a transformed organization that leverages best practices to be nimble, effective and responsive to change. Lawson consultants are experienced in ERP and government processes. They analyze agency business needs, reporting requirements and IT capabilities, then formulate an ERP strategy that produces optimum results.

### **A Lasting Relationship**

ERP deployments demand planning, preparation and testing. Agencies working with Lawson have a dedicated partner every step of the way — and that commitment continues well beyond the deployment phase. Lawson has earned Support Center Practices Certification annually since 1998, a claim no other ERP vendor can make. Our Lawson Global Solution Centers (GSC) allow clients to minimize time spent on maintenance and maximize the benefits of utilizing Lawson software.

The Lawson Global Solution Centers offer clients unrivaled access to expert support staff. Lawson clients can reach a GSC via phone, e-mail or the web-based Lawson Interactive Support application. A web-based fusion of real-time chat and email, Lawson Interactive Support connects clients to Lawson experts who can quickly and accurately solve problems.

Clients can also gain access to self-service tools, such as training enrollment and the extensive Lawson Knowledge Base — an index of more than 20,000 single topic documents. In addition, the Lawson Case Management Tool enables clients to review the details, status or history of any support query they submit. These features help make the Lawson support a remarkably comprehensive and effective ERP resource.

Lawson believes in bringing best practices to government — and is dedicated to supporting clients before, during and after their ERP implementation. Lawson ERP applications and solutions combine innovative technology and expert services to deliver truly valuable results.

With Lawson, ERP is the foundation for transformation of business processes into a state-of-the-art system that is ready to meet today's demands — as well as tomorrow's requirements. ERP is about high performance, and Lawson is ERP.





“Lawson was tremendous. They came in and supported us to help us get this system to a high level.”

**Sonia Burgin, Accounting Manager, Buncombe County, N.C.**

## **Building a Foundation**

### **Buncombe County, N.C., and Lawson lay down an ERP establishment.**

At the dawn of the 21st century, Buncombe County, N.C., was stuck using a DOS-based financial system that relied on multiple disparate databases. But as continued growth and demands for modern services outstripped the system's means, the county decided to replace its antiquated application with an advanced ERP solution.

“The old system was very user unfriendly,” said Sonia Burgin, accounting manager for Buncombe County. “We were at the point where we had to have something that allowed departments, managers and directors easy access to data. We needed something that allowed them to participate in some of the data entry and collection. With the system we had, that was just not feasible.”

## Landing Lawson

Buncombe County needed a new approach to ensure it could maintain good and cost-effective service to residents, even as demands increased and the county's population grew.

"We selected Lawson for their value and their unique technology," said Burgin. "Our IT and finance staff felt Lawson could take us where we wanted to go."

The county began implementation in January 2001, and within nine months it had Lawson Human Resources up and running. Lawson Financials was added soon after. Moving from an archaic DOS-based system to the cutting edge of ERP technology in such a short time, however, proved to be a substantial culture change.

"Lawson was tremendous," said Burgin. "They were very responsive to our needs. They were responsive to training issues. They stepped up to the plate, whether with more education or helping us fix things we didn't set up right. They came in and supported us to help us get this system to a high level."

## Proving Worth

The county has seen considerable benefits as a result of the system. Pay stubs are online, purchase orders that once took more than a week to be issued are now issued the same day, and budget data and reporting are available in real time.

"The departments outside of finance had never seen a printed report that was less than a month old when they got it," said Burgin. "It took us 15 days to close the books each month and five more days to send the data via interoffice mail."

Those end-of-month tasks now take only five days. And the county is already saving more than a quarter million dollars and 10,000 staff hours annually.

Perhaps the most important benefit is not money or time but the fact that employees are excited to do their jobs again.

"It's made a big difference for Buncombe County," said Burgin. "Our staff is literally excited about Lawson. They're excited about using the system. They're excited about showing it off to other people who come in."



## Realized Value

Since implementing Lawson Enterprise Financial Management, Human Capital Management, and Supply Chain Management Suites, Buncombe County has documented specific benefits. The county has:

- Reduced the time to close its books each month from 15 to five days, saving 720 staff hours and approximately \$22,579 in personnel costs per year.
- Shortened the accounts payable cycle by one day, saving nearly \$42,000 per year.
- Saved \$6,000 to \$7,000 per year on the cost of printing paper paychecks while experiencing no late paychecks.
- Shortened its requisition-to-purchase-order cycle from up to seven days to one day, saving 3,900 staff hours and approximately \$97,266 in personnel costs per year.
- Reduced the number of finance employees from 20 to 19, saving 1,950 staff hours and \$38,000 in personnel costs per year.
- Provided 30 department directors with access to real-time operational data for better decision-making. Employees and managers now run their own reports, saving finance staff 300 hours and approximately \$10,782 in personnel costs per year.



“The data analysis that is possible in the [Lawson] system let us see a pattern that we hadn’t recognized before — and we never would have recognized it in the old system.”

**Larry Kerr, Internal Project Director,  
Greensboro, N.C.**

## **Old Dog, New Tricks**

### **Greensboro, N.C., chooses Lawson to automate aging processes.**

Like many cities, Greensboro, N.C., had an old mainframe system that had become too costly to support and couldn’t meet the demands of modern, 24/7 government.

“We reached a point where we had no choice but to get away from that model,” said Greensboro’s Internal Project Director Larry Kerr.

In 2001, the city issued an RFP to replace its aging mainframe systems with an advanced ERP solution. Greensboro narrowed the field of potential vendors to three. “We wanted our folks evaluating the system to evaluate only on functionality,” he said. “We decided not to get people hooked into ‘who’s the cheapest?’ It’s too big an issue and too critical to our future.”

Greensboro chose Lawson primarily due to the company’s unmatched flexibility, Kerr said. The city wanted an ERP solution that could be customized without altering source code, keeping the software compatible with future upgrades.

“We did not want to get software that requires us to modify code to make it work, because of the problems that would create later,” Kerr said. “But we also wanted as much flexibility as we could get.”

## Solid Foundation

Kerr said the city took a “big bang” approach to its ERP deployment, going live with human resources, financial, budget, payroll and procurement applications in January 2003. Since then, the Lawson software has served up big benefits for Greensboro, including helping the city automate a cumbersome manual procurement process.

Previously when the city created a purchase order, it also created a receiving document, Kerr explained. The receiving document was sent through interoffice mail to the person who originally submitted the requisition. When the order was received, that person signed the receiving document and sent it to accounting. If the order arrived in multiple deliveries, duplicate receiving documents were created and signed for each portion of the order.

“Now all that happens electronically,” said Kerr. “If they order 10 items and 10 come in, they hit a button and it goes to accounting electronically. If only five items come in, they enter that into the system and that goes to accounting where they’ll pay a partial invoice. If the P.O., the receiving report and the invoice match, the system automatically creates a check for the vendor.”

Another benefit came in the form of surprising information about overtime expenses. Certain overtime can be awarded as time off for Greensboro’s public safety personnel. Data available from the Lawson system showed that the costs of taking officers out of service were much higher than simply paying employees for the time off. The new insight allowed Greensboro to better manage these expenses.

“We were doing some unrelated analysis, and we began to see this pattern come out,” Kerr said. “The data analysis that is possible in the system let us see a pattern that we hadn’t recognized before — and we never would have recognized it in the old system.”

## Future Plans

Greensboro already has completed a painless technology-layer upgrade of its ERP system, Kerr said. And the city has since added a utility billing system, call center CRM and a work order management system. In November 2005, Greensboro also began testing future Lawson products that will further automate its procurement processes.

“We value the many opportunities we have to influence the Lawson product direction, and we are currently participating as early adopters for some important new products,” Kerr said. “We’ve been very pleased with our Lawson relationship. It continues to be a win for everybody, including the taxpayers.”



## A New Horizon

### Lawson helps the Orange County Transportation Authority get its human resource and payroll systems headed in the right direction.

The American Public Transportation Association declared the Orange County, Calif., Transportation Authority (OCTA) the best large property transportation system in the United States. The nation's No. 1 transportation system includes a fast-growing bus system, serving more than 68 million passengers annually; the Metrolink commuter train with more than 3 million boardings per year; 91 express lanes, which provide faster commutes; a significantly enhanced freeway system; improved local streets; exceptional motorist services; and coordinated taxicab operations.

To help manage a dynamic work force within a constrained budget, the authority automated and streamlined its HR processes, including payroll and benefits enrollment. OCTA's objectives for the project included:

- Reducing operating and IT support costs by automating core business processes;
- increasing HR staff efficiency and accelerating the recruiting process;
- improving service to employees by letting them access and maintain benefits information anytime online; and
- improving accuracy of state-mandated reporting.

### Wave of Change

When support for its 20-year-old homegrown HR system became costprohibitive, OCTA management sought to replace it with technology that would meet these objectives. OCTA received proposals from all the top-tier ERP providers, but one stood out: Lawson.

Web-based Lawson applications provided an easy-to-use, open system with a flexible architecture. Specifically, the new system enabled OCTA to avoid deploying new software to hundreds of PCs — minimizing maintenance costs. It also helped the authority automate and streamline core HR processes, such as benefits enrollment, personnel data and payroll.

"Lawson had more flexibility out of the box and cost-effectively addressed many of the custom modifications required by OCTA. Of the 26 custom modifications made to the Lawson system, none required modifying Lawson core code, which greatly reduces the risk of adversely impacting processes during future Lawson upgrades," said Lloyd Sullivan, PMP, OCTA's senior project manager.

Managing complex software implementations is a growing challenge for public sector organizations because such projects are inherently risky and tend to be conducted under intense public scrutiny. OCTA completed this project by cultivating a highly effective project team and senior executive sponsorship; providing timely communication to employees; and developing a strong partnership with Lawson, its software vendor and implementation partner.

"This was one of the most talented and highly effective project teams I've worked with," said Sullivan. "The two key lessons we learned include taking ownership of the software as early in the process as possible, and identifying and helping employees struggling with the business process changes as quickly as possible."

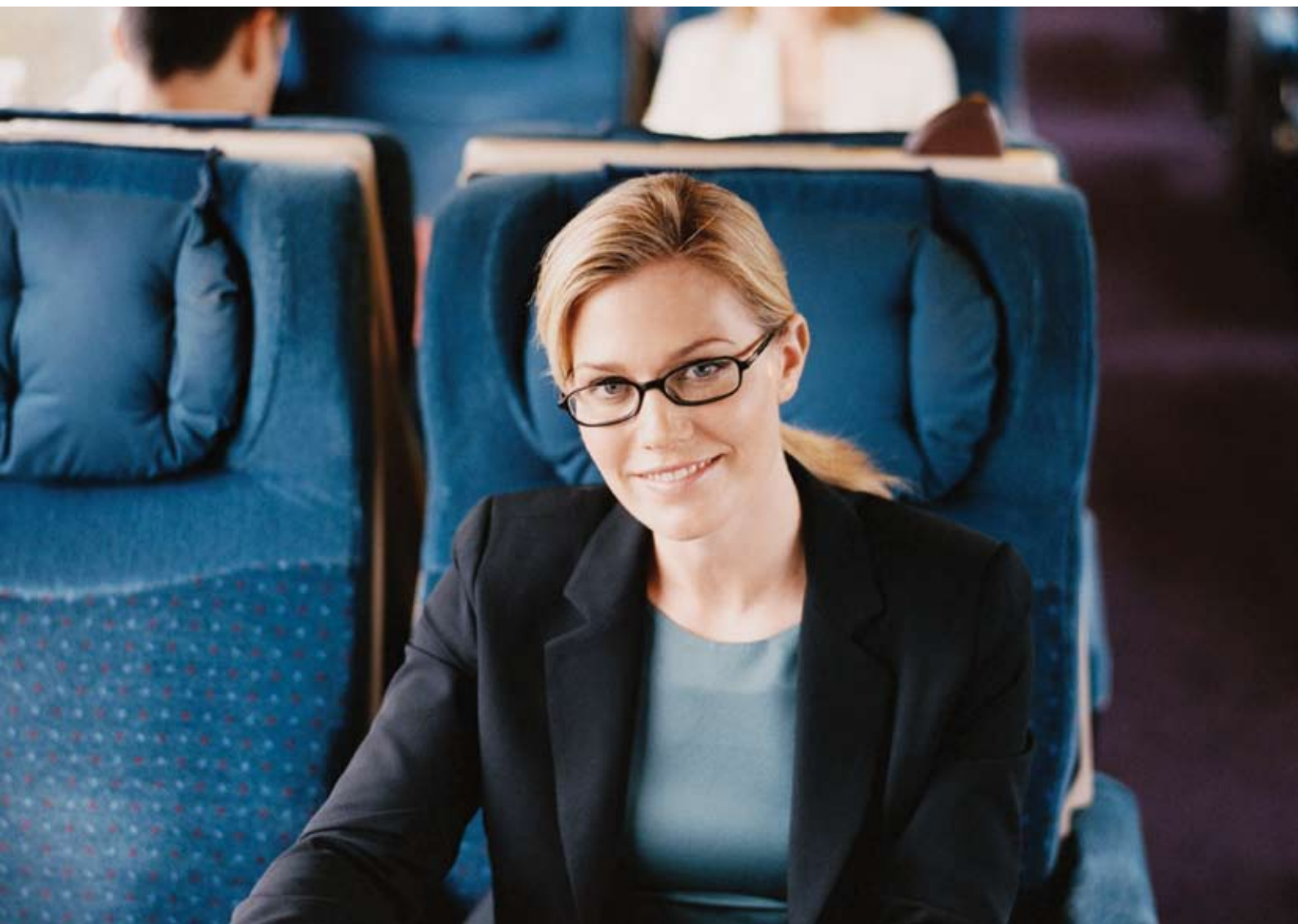
## Impressive Benefits

The new HR system went live Sept. 27, 2004. It benefits county taxpayers by streamlining OCTA business processes, improving reporting accuracy and lowering operating costs. In fact, OCTA was recognized for their implementation by the Computerworld Honors Program, receiving their 2005 Laureate award in the transportation category.

Lawson understood OCTA's needs and designed a solution that worked for the agency, Sullivan said. "It wasn't, 'Here's our application, and here's how we'll make it fit.' It was more getting a real understanding of our needs, our points of pain and what needed to be improved."

In coming months, the authority expects to realize additional time and cost savings via enhanced use of Lawson ProcessFlow Professional workflow software and by deploying the Lawson Employee and Manager Self-Service module. These applications will help enable OCTA to further automate time consuming HR processes — such as salary changes and job requisition approvals — while improving service to the authority's 1,900 employees.

For example, the self-service application will let employees access and maintain their benefits information via a web browser instead of calling OCTA's HR Department with questions about vacation time, health insurance and other information. OCTA managers also will use the system to track and maintain information about their direct reports. With the flexibility and open architecture Lawson offers, OCTA can rest assured it has the support it needs long into the future.





“Without having the Lawson human resources suite [Lawson Human Capital Management] and self-service as our core, we wouldn’t be able to accomplish our goals.”

**Suzanne Olivier, Director, Division of Human Resource Operations and Data, Michigan Department of Civil Service**

## **Technology for the Future**

### **Michigan puts Lawson technology to work, making life better for state employees now and in the future.**

Imagine, for a moment, the computer sitting on your desk, the one you rely on to complete your mission-critical tasks, was not part of a state-of-the-art system. Instead, you had to rely on routing paper transactions and outdated mainframe technology. How would you manage?

That was the reality several years ago in Michigan, where 65,000 state employees depended on homegrown human resources and financial systems that were built 20 years ago.

The state needed to upgrade these systems — and it wanted to do more than bandage the current problem, said Suzanne Olivier, director of the Division of Human Resource Operations and Data for the Michigan Department of Civil Service. “We wanted a fully integrated system. We needed to reduce paper transactions and move toward more electronic routing through the use of workflow technology and move toward web-based technology as a whole.”

Fortunately Lawson had a solution that would not only modernize Michigan’s operations but also keep the state agile and adaptable in the future.

## Looking Forward

The state began looking for an ERP provider in late 1997 to replace its human resources and payroll systems, said Olivier. With present and future challenges in mind, Lawson open architecture technology stood out among the proposals the state received. "We chose Lawson primarily because we believed they had the technology of the future," Olivier said. "Additionally a key factor was Lawson had self-service for employees."

In March 2001, Michigan went live with Lawson Human Capital Management, including Lawson Payroll. "We had three branches of government we needed to address, as well as 11 bargaining units and eight unions," said Olivier. "The common factor is everyone had HR needs. We liked the fact that Lawson is highly configurable, enabling us to meet our business requirements." An important aspect of the implementation was allowing state employees to manage their own personal information using self-service capabilities built into the Lawson applications.

Last year, Michigan took the next step in optimizing its delivery of HR. The state implemented a shared services center. "Our MI HR Service Center performs the common, routine transactions," said Olivier.

"So we've been able to take those transactions out of the agency HR offices, which have left them able to focus on the consultative, strategic type of work their specific agencies need."

## Partnership for Success

Use of the Lawson software has allowed the state to standardize and centralize many of its business processes, becoming more efficient and effective. In the last year, use of self-service transactions increased by 400 percent. It is anticipated that the new technology in conjunction with the MI HR Service Center will allow Michigan to save \$25 million over the next four years. To top it off, Michigan recently was awarded the International Public Management Association for Human Resources Award for Excellence for a large agency for the MI HR Service Center implementation.

Using the Lawson open architecture and integrated tool set, Michigan is in the position to add other valuable functionality on top of its enterprise foundation. For example, the state is implementing Lawson billing and accounts receivable modules to manage COBRA benefits, and they are scheduled to go live at the end of 2005. Lawson Reporting Services, Smart Notification®, and ProcessFlow are all being used to support this process.

Olivier attributes much of Michigan's success to its work with Lawson. "Our relationship with Lawson has been excellent, and we have an ongoing relationship to this very day," said Olivier. "Without having Lawson Human Capital Management and self-service as our core, we wouldn't be able to accomplish our goals. It's great and we always look back to Lawson as our enterprise standard — and we continue to leverage that."



“IBM and Lawson together provide public sector organizations a higher value solution with a lower total cost of ownership and lower short and long-term risk.”

**Sue Hed, Vice President,  
Global Solutions ISV Alliances, IBM**

## **Teaming With Possibilities**

### **IBM and Lawson collaborate to deliver innovative solutions.**

For government and education organizations in the 21st century, there are thousands of companies lining up to help solve today's business management challenges. Trying to find the best solution with a reputation for delivering best business value and low total cost of ownership — all enabled by the world's leading technology foundation — can be a daunting challenge. Fortunately Lawson and IBM have made this decision easy for government and education clients.

“The combination of IBM’s industry-leading technology solutions and Lawson applications and vertical market expertise will deliver clients the best value in systems for running their business.”

**Dean Hager, Chief Product Officer, Lawson**

With more than a quarter century of partnership delivering ERP excellence, long-term relationships and technical leadership, Lawson and IBM provide the proven best business value in ERP solutions for government and education organizations.

“The partnership between Lawson and IBM has existed since 1978,” said Sue Hed, vice president of IBM Global Solutions ISV Alliances. “The relationship has stood the test of time and proven that our combined capabilities continue to enable our joint customers to drive critical transformation and world-class performance at the lowest total cost of ownership without fear of obsolescence.”

Since IBM’s days of building System38 computers Lawson applications have been tested and optimized on IBM’s major server platforms and today run on iSeries, pSeries, xSeries and zSeries. But in the last year, the partnership evolved into a strategic alliance that delivers a complete ERP package of Lawson applications and IBM application deployment and integration tools. The alliance is built on the complementary technologies of IBM’s serviceoriented architecture (SOA) — middleware that establishes, controls and integrates applications across multiple platforms — and the open, standardsbased architecture of Lawson.

The Lawson commitment to open standards architecture and IBM’s SOA strategy are tailor-made for one another, Hed explained. “Software application vendors such as Lawson that employ the SOA strategy to make their applications less complex, highly adaptable, easier to sustain and more affordable have the best ability to meet customers’ long-term needs. They will be able to interface with all the different vendors or agencies in their value chain to be more agile and meet the changing business and technology challenges public sector organizations face.”

This expanded alliance enables Lawson clients to leverage IBM’s WebSphere application deployment and integration platform, its Tivoli Directory Server to ensure auditable processes and ease enterprise security administration and the DB2 database — resulting in a scalable, high-performing, comprehensive ERP solution.

For government clients, the combined solution translates into much better responsiveness to constituents, enterprise scalability, shared services, reduced cost and improved agility.

“IBM and Lawson together provide public sector organizations a higher value solution with a lower total cost of ownership and lower short- and long-term risk,” said Hed. “It provides government and education organizations the agility to add new capability faster when they need it or configure existing capabilities without disrupting business operations and allows them to respond in real time. The solution allows governments to save money and be much more constituent friendly.”



## An ERP Epic

### How three men transformed an industry, the Lawson story.

In 1975, Richard and Bill Lawson, along with colleague John Cerullo, set out to improve traditional business management methods. Thirty years later, Lawson is among the largest ERP providers in the world but is still known for its friendliness, Midwestern values, dedication to innovation, service and support. The company remains committed to the philosophies and practices of low life-cycle total cost of ownership grounded in open standards-based technology that is easy to use, maintain and upgrade. Lawson enabled its applications for the web long before its major competitors and was the first to introduce Lawson Drill Around® capabilities in its applications — allowing clients to quickly navigate to related information needed for decision making and then return easily to the function being performed.

In the 1970s, virtually every company and government entity relied on main-frame computers and custom-built software applications — if they used IT at all. The Lawson vision was to use cutting-edge technology to bring the best business applications to clients. Working out of an extra room in Richard's house in Minneapolis, the new company landed its first contract.

Instead of the protracted, cumbersome business management software solutions of the time, Lawson built software that was quickly implemented, addressed clients' needs and was ready to use. Lawson remains the only major ERP provider to separate the technical environment from the applications environment — allowing clients to implement and upgrade technology components and application components separately, incrementally and at the lowest possible cost.

In the 1980s, Lawson emerged as the leading provider of packaged software solutions that truly embraced open architecture, making Lawson software unusually flexible and scalable. Its commitment to open architecture allowed the company to provide more efficient, less costly solutions to clients that could run on just about any major platform.



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