

Case Study: Hennepin County, MN

Solution: iNovah Enterprise Revenue Management

Website: <https://www.hennepin.us/>

Novah



Hennepin County Gains Clearer Picture of Incoming Revenue with iNovah

Background

Home to Minneapolis, Hennepin County is the largest county in Minnesota and the 32nd largest county in the U.S. The County serves as a large corporate hub for many Fortune 500 companies and is known as a national center for the arts, with its sculptures and gardens attracting visitors from around the nation. With a population of 1.25 million, more than one in five Minnesotans reside in Hennepin County.

Summary

In Hennepin County, MN, all county departments have the option of using iNovah as an enterprise cashing solution, automatically tying back to PeopleSoft for accounting reconciliation. The iNovah solution include options for departments with both simple and complex cashing needs, a single place for research and reporting, and increased payment security with integrated credit card processing.

The Challenge

Hennepin County's journey to Enterprise Revenue Management began in the county's Residents and Real Estate Services Department (RRES). The department's aging software and complex processes left it seeking modern, up-to-date technology that would simplify their revenue management.

Before implementing iNovah, county departments handled their own payment management with independent cashing systems. Implementing an enterprise-wide solution would give the county a consistent set of configuration and reporting tools that could be centrally supported.

PROFILE

Client Since: 2013

County Population: 1.25 million

State Presence: 22% MN population

Square Miles Served: 611

ACHIEVEMENTS

Hennepin County was awarded the 2017 Achievement Award by the National Association of Counties for its program titled, "Improving Credit Card Data Security Using Full Point to Point Encryption."

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The Solution

Hennepin County's Residents and Real Estate Services Department (RRES) was the first to implement iNovah. After recognizing the economies of scale gained by having an enterprise-wide solution, they quickly began to add additional departments to the iNovah system.

Today, iNovah is used in six county departments to accept and manage revenue all of types, including payments like property tax, library fees, and health services. With three custom interfaces, the county has successfully integrated iNovah with PeopleSoft and their existing GL system, as well as improved credit card processing through an integration with iNovah.

The Results

Implementing System Innovators' iNovah solution created many efficiencies for Hennepin County. The county's iNovah integration to their PeopleSoft GL system has improved revenue management processes across the board.

iNovah's configuration options provides the county the ability to add credit card functionality to any iNovah installation. As new departments identify the need to replace their previous cashiering systems with the integrated, enterprise model, iNovah allows the county to make the change without starting from scratch.

The county also added integrated credit card processing capabilities, bringing citizens modern, secure payment methods. iNovah's integrated EMV chip-card technology puts measures in place to help safeguard payment data with point-to-point encryption (P2PE). Credit card information never touches the county's network, improving security and reducing the county's liability for fraud.

The integrated card technology provides full connectivity to iNovah, so cashiers remain in iNovah for payment and reporting activity. This eliminates the manual entry of credit card information and potential errors that could result.

The Conclusion

Hennepin County can offer an enterprise-wide cashiering solution that's integrated directly to the enterprise accounting system. iNovah's presence in the county has grown to over 302 workstations across 70 county offices, each on connected to the hub that simplifies their revenue processes.

About System Innovators

System Innovators is a division of N. Harris Computer Corporation and a leading provider of financial management and customer information system software solutions. Enterprise revenue management offerings include iNovah ERM, a fully configurable PCI compliant payment collection, cashiering and financial reporting solutions. Specializing in citizen self-service, revenue management, auditing and financial reporting, System Innovators' products integrate seamlessly with hundreds of websites, deposit banks, payment card gateway providers, host and financial systems.