

From Fragmented Systems to Unified PMIS: A Government Capital Program Transformation

After purchasing a PMIS and struggling to drive citywide adoption, integrate it with the Tyler Munis financial system, and replace manual tracking with standardized workflows, a Municipal Government in the Southeastern U.S. engaged OnIndus to assess, configure, integrate, and fully operationalize its capital construction program. The result was 100% PMIS adoption, elimination of duplicate cost tracking, and a fully automated two way integration with Tyler Munis.



THE CHALLENGE



Low PMIS Adoption

Staff were hesitant to standardize project management practices and continued using preferred methods. Project managers were also reluctant to involve vendors, with contractors expressing concern about using the system effectively.



No Organization Wide Standardization

Without consistent workflows, every team operated differently. Approvals, reporting, and data entry followed individual habits rather than shared standards, creating fragmentation across departments.



Broken Financial System Integration

A one way connection pulled Munis data into the PMIS but Tyler Munis lacked the API endpoints needed to transmit data back, forcing manual reconciliation and duplicate cost tracking between the two systems.



No Single Source of Truth

Cost data lived in multiple places with no mechanism to reconcile it. Budget to actual reporting was unreliable and leadership had no real time visibility into project financial performance.

THE SOLUTION

OnIndus performed a comprehensive set of services to assist the Municipal Government in the Southeastern U.S. in digitizing and standardizing its capital construction program, beginning with a structured assessment and ending with full citywide adoption.



PMIS Assessment and Enhancement Roadmap

A detailed assessment of the existing PMIS environment identifying gaps and delivering a prioritized roadmap for enhancements to support full adoption and digitization of city processes.



e Builder Configuration and Enhancements

Execution of the roadmap through targeted e Builder enhancements aligned to the City's operational workflows, approval structures, and reporting requirements.



Change Management and Training

An ongoing change management program including remote office hours, on site training campaigns, and step by step guidance that prepared all users across departments before go live and supported them through it.



Municipal Government in the Southeastern U.S. Playbook

A comprehensive Playbook aligning all team members on key business processes, creating a durable operational reference that standardizes how projects are managed across Engineering, Public Works, and all participating divisions.



Tyler Munis ERP Integration

Design and implementation of a live integration between e Builder and the Tyler Munis financial system, eliminating manual re keying and establishing a single source of truth for all project cost data.

THE RESULTS

From resistance to 100% adoption

Implementation was first tested across 11 pilot projects before a citywide rollout supported by months of structured training. Every department and project team is now operating in a single system.

From duplicate tracking to one source of truth

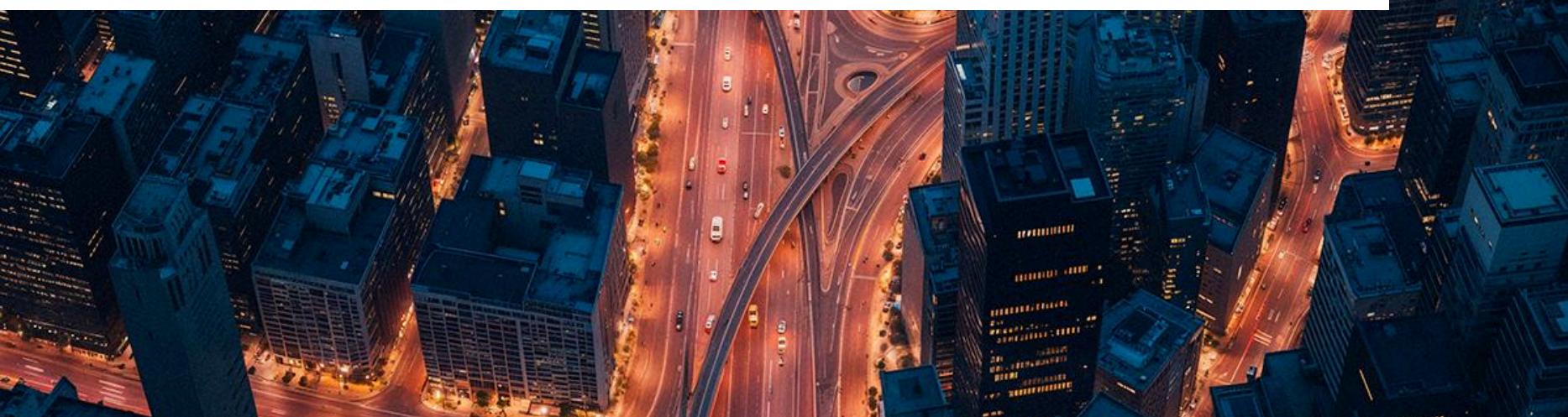
The Tyler Munis integration eliminated manual rekeying and parallel cost tracking, improving budget to actual reporting confidence and reducing reconciliation effort across Finance and Capital teams.

From individual habits to citywide standards

Workflow automation standardized how tasks, approvals, reporting, and data entry are executed across every department, replacing variation with consistent, auditable processes.

From reactive assessment to proactive management

Real time project activity data now flows through standardized workflow fields, giving leadership visibility into program performance without waiting for manually compiled reports.



KEY PROOF POINTS

- ✓ Assess before you build. Understanding existing processes and technology before making changes is what allowed OnIndus to design enhancements the City would actually adopt, rather than adding complexity to a system already struggling with resistance.
- ✓ Integration design requires IT at the table early. The Tyler Munis challenge was a technical problem that needed an organizational solution. Early involvement of IT and Finance in the integration discovery process was what made a working two way connection possible.
- ✓ Change management is not a one time event. Weekly and daily office hours sustained over months, not a single training session, is what drove the City from patchy adoption to 100%. Ongoing support is the difference between go live and genuine adoption.
- ✓ Adoption is the outcome, not the platform. The City already had a PMIS. What it lacked was the process design, integration, training infrastructure, and governance to make it work citywide. Technology only delivers value when people use it consistently.

ABOUT THE CLIENT

The Municipal Government in the Southeastern U.S. manages capital construction and infrastructure programs across its Engineering and Infrastructure and Public Works divisions. Engineering maintains and improves the City's infrastructure while Programs and Project Management oversees transformative grant and capital funded projects spanning RESTORE Act, Federal Highway Administration, and National Fish and Wildlife Federation funding. Public Works delivers critical services including sanitation, parks and recreation, public services, and fleet management across all Mobile residents.

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