



## FMS subsidiary of Tier Technologies Collaborates with Cipher Dynamics to Re-write Extensive Financial Solution for the Public Sector

### **Solution:**

**Partner Details:**  
Cipher Dynamics

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### **Customer Details:**

Tier Technologies / FMS

<http://www.tier.com/>

**Country:** United States

### **Industry**

Public Sector

### **Customer Profile**

Tier Financials provides design and installation of leading public sector software systems.

### **Business Situation:**

Major initiative to create public sector enhancements to Microsoft Dynamics GP.

### **Solution:**

Partnered with Cipher Dynamics to develop enhancements because of their expertise with Dynamics GP and ability to develop high quality work at a low cost.

### **Tier Technologies:**

Tier Technologies offers innovative business and financial transaction processing solutions. Clients include a wide variety of federal, state and local governments, educational institutions as well as utilities and commercial companies in the U.S and Abroad. Tier Financials provides design and installation of the latest public sector software systems. Tier Technologies also delivers fast, secure and timely financial transaction processing solutions, these integrated information solutions solve company problems while balancing innovations in a practical manner.

### **Situation:**

FMS has a large public sector client base. These clients are under constant pressure to deliver high-quality services for citizens with rigid budget constraints. Public sector organizations also require countless reports and accountability. With the diverse, often archaic systems out there FMS needs to integrate the existing information within a consolidated software solution that utilizes their expertise in public sector management software but also completes their team with added technical support.

Recently, The Financial Management System (FMS) subsidiary for Tier Technologies, Tier Financials has partnered with Cipher Dynamics IT Services (Pvt.) Ltd. Cipher is an IT enabled services and Business Process Outsourcing (BPO) Services Company headquartered in New Delhi, India with offices in the United States. Cipher worked as a sub-consultant with Tier Financials utilizing its original software as a platform to design a Microsoft Dynamics GP solution specifically for the public sector. Working together with Tier Technologies, Cipher smoothly integrated data from different systems and helped manage the business of government to be more effective.

FMS began a major initiative to create public sector specific enhancements to Microsoft Dynamics GP. This work involved complex changes to the existing GP business processes, database structure and the addition of new modules. FMS needed new subject matter experts well-versed in Dynamics GP to assist in analysis and requirements as well as seasoned technical professionals for software development. "It was very important for us to put together a team that would hit the ground running from day one," says Manpreet Kalsi, Vice President of Financial Management Systems for Tier Technologies Inc.



### **Solution:**

Tier Financials decided to partner with Cipher Dynamics because Cipher is highly acknowledged in Dynamics GP space. Kalsi explains; “the Cipher management team spent the time to understand our unique business requirements and presented a well documented approach to assist us. We were very impressed with the skill set and experience of the consultants they proposed for our project.”

Cipher Dynamics provided subject matter experts and technical resources. The functional team was able to analyze the requirements and relay them to the technical team for development eliminating the need to work with multiple vendors thus reducing time spent on vendor management. Cipher also offers the option of offshore development to lower the cost of services. Because Cipher retains their consultants as full time employees there is a higher quality of service provided which allows for a smooth reliable outsourcing process.

Work began with subject matter experts who assisted with the analysis and requirements phase of the project. They provided functional expertise on Microsoft Dynamics GP and helped Tier Financials augment their team. The FMS group was very impressed with the level of skill and professionalism they saw during the initial analysis and decided to extend their relationship with Cipher to their technical requirements as well. Cipher assisted FMS with re-writing Microsoft Dynamics from the financial architecture of GP.

Because Cipher provided on-site technical resources and worked on development in their offshore facility, they were able to produce high-quality work at a lower cost. According to Tier Financials, “Cipher maintained excellent communication with us at all times, they were also very prompt in resolving any of our issues.”

### **Ongoing Benefits**

Tier Financials and Cipher dynamics are currently working together on the very large three-phase project to complete the migration from Tier’s previous financial solutions, FAMIS and Performances Series solely to Microsoft Dynamics GP for FMS. The collaboration between Tier and Cipher is advantageous to both parties.

### **Offshore practices**

Tier financials will be covered by a team of available experts during all phases of implementation. Tier representatives are able to work on-site with Cipher to assure their unique needs are met. Cipher was able to work as a bridge between the two companies and to augment the Tier Financials team. Cipher supplied Tier with expert consulting onsite and effectively communicated the development needs to the offshore team. Cipher was able to cut down on time and cost with their efficient offshore practices; their module was immediately accepted without the usual back and forth that occurs in an offshore transaction. Cipher was able to maintain quality in a timely manner and maintain the high level of development of the FMS product.

### **Expert quality**

Cipher’s work for Tier was more timely and accurate because of their access to onsite and offshore GP experts. Technicians were available to re-write requirements and strictly follow Tier’s process. In the past if issues arose they were not necessarily assessed by an expert and immediately remedied. Working with Cipher helped Tier Financials better leverage their company, Cipher allowed Tier to focus on their expert areas and complement their team.