

CUSTOMER STORY

How Eagle River Water & Sanitation Future-Proofed Finance with Prophix One™

Key Results Snapshot

- ✓ **60% Faster Budgeting Cycles:** Reduced budgeting time spent by leadership - from 500+ hours every 90 days, down to 200 hours.
- ✓ **75% Increase in Manager Capacity:** Business leaders reclaimed time to focus on strategic and operational priorities.
- ✓ **Finance Productivity Unlocked:** Cut finance team effort from 1,036 hours per cycle to ~125 hours.
- ✓ **Capital Planning That Pays for Itself:** Streamlined 10-year capital planning delivered ROI exceeding the cost of Prophix One.
- ✓ **Go Live in 6 Weeks:** Achieved production deployment in just six weeks with support from RKL eSolutions.

Business Challenges


Eagle River Water & Sanitation District faced significant inefficiencies due to their reliance on Excel for budgeting, reporting, and 10-year capital planning. These manual processes were time-consuming and error-prone, with the Director of Business Operations alone spending over 500 hours annually on budgeting. The organization's ERP system further complicated matters with its rigid segmented account structure, making planning and reporting inflexible and labor-intensive.

As their financial models grew more complex, Eagle River recognized that their existing tools could not support future growth. They needed a scalable platform to streamline workflows, improve data integrity, and enable customer-level revenue modeling. They sought a platform that could transform their budgeting and reporting processes while positioning them for long-term success.

Who is Eagle River Water & Sanitation District?

Eagle River Water & Sanitation District serves their community by providing clean, safe drinking water and wastewater services. Their mission is to deliver excellent service to their constituents while ensuring sustainable water management for the future.

Applications Deployed

 Prophix One FP&A Plus

System Integrations

 Microsoft Dynamics GP

 paycom®

“The biggest relief I have with Prophix One is the trust in the data, the trust in the workflow, and the control on inputs. Garbage in, garbage out is no longer a thing in my mind.”





David Norris, Director of Business Operations
Eagle River Water & Sanitation District

Why Prophix One™?

Eagle River evaluated multiple solutions and selected Prophix for its flexibility, dimensional modeling, and strong workflow, reporting, and collaboration capabilities.

- **Flexibility for Complex Planning:** Prophix One simplifies segmented accounts into an intuitive, future-proof model.
- **Powerful Workflow & Collaboration:** Automated approvals, comments, and data inputs for greater accountability and transparency.
- **Rapid Implementation:** With support from RKL, deployment took just six weeks despite time constraints, enabling quick ROI.
- **Future Proof & Scalable:** Supports strategic planning, day-to-day reporting, and future customer-level revenue modeling.
- **Intuitive, Modern User Experience:** Easy-to-use, modern interface accelerated user adoption, reduced training effort, and made budgeting faster for managers and finance alike.

The Shift: Before and After Prophix One™

Before Prophix One	With Prophix One 
 Budgeting, capital planning, and reporting managed in Excel	 Centralized planning and reporting in Prophix One with structured templates and automation.
 500+ hours spent every 90 days by executives on budgeting	 Budgeting takes only ~200 hours, with additional major reductions across finance and managers.
 1,036 hours spent by the finance team each cycle	 Reduced finance team’s time to just ~125 hours, freeing time for high value tasks.
 No workflow, limited control over inputs	 Workflow-driven process with controlled inputs, approvals, and protected data integrity.
 10-year capital planning took extensive effort	 Streamlined, scalable 10-year capital model that delivers ROI exceeding the cost of solution. Prophix One pays for itself.
 Manual, error-prone reporting	 Trusted, self-service reporting with drill-through to transactions and faster insights.

