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## Erie County Department of Information Support Services (DISS): Working as one team

County government creates new opportunities for collaboration and cuts operating costs with an end-to-end enterprise resource management system

### Challenge

Erie County provides administrative services to the City of Buffalo, New York's second-largest city, and 27 other neighboring municipalities. It had a vision of enabling all county departments to work together seamlessly to improve the delivery of public services. To get there, it needed its Department of Information Support Services (DISS) to provide centralized support services. DISS needed to consolidate all computer and data services into one location and one division.

### Solution

Working with IBM, DISS created a unified, centralized county information services center based on an integrated enterprise resource management system. This centralized support fosters greater collaboration among public service departments as they focus on their primary mission: providing the highest level of service to people across the county. DISS is now working to develop and pilot new functionality in case management. In the future, DISS could also provide shared services to other government jurisdictions.

### Benefits of innovation

Erie County has transformed the delivery of public services and has improved the efficiency of county governance. Benefits include:

- Provides "one-stop" shopping for county information services to both citizens and other county departments
- Lowers county operating costs and improved management

[Erie County: Unleashing the power of collaboration.](#)