# IT Pro - Joseph W Hendrickson, LLC

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## Joseph W. Hendrickson, LLC

Joseph W. Hendrickson, LLC.,  founded in 2012, provides high quality enterprise resource planning (ERP) and business intelligence (BI) professional consulting services for clients in the public sector, higher education, and healthcare industries. The core philosophy of JWHLLC is to facilitate the accomplishment of mutually agreed upon client goals and objectives for every engagement project.

Our collaborative and client service focus and extensive business process, systems, organizational change, and technology expertise facilitates timely, high quality, and cost-effective solutions. JWHLLC provides strong project management techniques and tools that foster open, two-way continuous communication strategies between client and consulting leaders and team members.

## IT Professional Services Category Awards

| RFP Title | RFP # | Contract # | Expires On |
|---|---|---|---|
| IT Professional Services #1 | 23-002 | 269EMCPS-23-002-EM-JWH | 10/08/2027 |

Awarded Categories:

- Software System Selection Services
- ERP and CRM Implementation, Upgrades, and Integrations

## How to Use

- See How to Use IT Professional Services Contracts

## Provider Contact


- Daniel Hendrickson
- Partner
- dfhllc@josephwhendricksonllc.com
- 847.373.1419

- Joe Hendrickson
- President
- jwhllc@josephwhendricksonllc.com
- 847.274.1417


## Provider-Supplied Information

JWHLLC provides a wide array of Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), and Business Intelligence (BI) project-based and staff augmentation services focused on state & local government, higher education, and healthcare industry-based clients as outlined below:

**Strategic Planning and Assessment Services**

- Vision/Mission Statement Facilitation

- Business Case Development
- Information Technology Strategy
- Software and Technology Selection
- Vendor and Contract Negotiation
- Shared Services Center Organizational Strategy
- Functional and Technical Departmental Assessments
- Project/Program Management and Governance
- Quality Assurance/Risk Management/Independent Validation & Verifications

**ERP, CRM, BI Implementations and Upgrades of Leading Technology Solutions**

- **Application Implementation and Upgrade Services**
- Application Design and Configuration
- Upgrade & Migration
- Testing
- Deployment & Post Go-Live Support
- Application Management Services and Support
- **Business Process Improvement & Organizational Change Management Services**
    - Process Redesign/Improvement
    - Organizational & Shared Services Design
    - Communications Planning & Execution
    - Education/Training Development & Delivery
    - Entity/Site Engagement & Deployment
    - Performance Measurement/Management
- **Transaction Processing & Reporting Solutions**
    - *Design and Development*
        - Enhancements, Extensions, & Customizations
        - Integration & Workflows Design and Development
        - Query, Analytics, and Reporting Design and Development
        - Security Design & Configuration
- *Data Conversion and Integration*
    - Data Governance and Definition
    - Data Cleansing and Collection
    - Conversion Design, Mapping, Development, and Validation

The JWHLLC. Team has a client-first, transparent delivery-mindset and partnering approach while delivering high-quality and cost effective technology-enabled solutions that focus on addressing the client's most important business and regulatory needs. We provide services "with you" and not "to you" to ensure the best client value.

Below represents recent, relevant successful client engagements:

| Client Profile | Project Scope(s) | Case Study |
|---|---|---|
| 6th Largest City and County in the U.S. | Software Selection, Process Redesign, and ERP Implementation | Leading a project team performing a multi-phase and multi-year project to redesign the financial, grants, procurement, and supply chain business processes while leveraging leading practices-based functionality and technologies delivered through market leading packaged software vendor solution. The project also includes the design, build, integrate, and deliver reporting and analytics capabilities through a market leading business intelligence and data warehouse solution. This software selection project evaluated the market leading, public sector focused cloud-based solutions from Workday, Oracle, Infor, SAP, and Microsoft. The client selected Workday as the ERP and BI system to support the client's financials, post-award grants, procurement, supply chain, budgeting, and reporting business processes, eCivis to facilitate the pre-award grants business processes, and emKat to facilitate the client's bar code technology to support the inventory and fixed asset transaction processing. The goals of the implementation project are to streamline business processes, enhance data and process integrity, improve timely access to information, revise job responsibilities to align with technology-enabled business processes, deploy an easy to use and intuitive end user interface via web-based, mobile and 24/7 single sign-on systems, and validate the vendor solution implemented aligns with the City's technical architecture standards. This project will also include a comprehensive change management and communications approach that promotes project ownership, engagement, and involvement, provides a comprehensive end user business process and systems training and knowledge transfer program; and deploys a service-oriented post-production help desk and application support structure. The revised processes and systems will be deployed to the over 55 agencies and/or departments in multiple deployments by entity and included plans to execute organizational optimization efforts after the deployments are completed. |
| Large Midwestern Research University System | Software Selection, Implementation, Upgrade, and Interfaces | Led a project team to complete the PeopleSoft human capital and payroll upgrade planning project for a large, multi-campus, public higher education system. The plan included leveraging the new functionality included in the upgrade of PeopleSoft human capital management from version 9.0 to 9.2 and developing a roadmap of new version 9.2 functionality that the institution should implement to streamline business processes and realize the benefits that result from the PeopleSoft investment. The scope of the project includes upgrading the human resources, base benefits, benefits administration, time & labor, absence management, payroll, reporting, and self service capabilities to over 75,000 users across 13 campuses, 26 schools and 72 learning centers. The project also includes retrofitting the interfaces with the PeopleSoft financials, grants, and student applications, PeopleSoft's enterprise performance management/data warehouse solution, Oracle's Identify Management Solution, and a custom legacy budgeting and position management system. The project included a high-level comparative analysis of the market-leading cloud solutions to assess their degree of maturity prior to validating the plan to move forward with the PeopleSoft upgrade. This was a follow-on project to the University-systems' original PeopleSoft version 9.0 human capital management and enterprise performance management multi-year implementation and integration with the Financials, Grants and Student applications and custom legacy systems. |

| Client Profile | Project Scope(s) | Case Study |
|---|---|---|
| Large East Coast Healthcare Network | Process Redesign and ERP Implementation | Led a project team in completing the PeopleSoft financials, grants, supply chain, human capital, payroll, and portal shared services process redesign, implementation, and integration project at a large, multi-entity not-for-profit healthcare system. Eliminated redundant associate time-keeping systems leveraging the PeopleSoft human capital management solution. Streamlined financial business processes by integrating PeopleSoft with Perceptive Software's ImageNow imaging solution to electronically scan invoice images and route via PeopleSoft workflow for coding and approval. Improved regulatory compliance by deploying an integrated pre- and post-award grants management solution to support the organization's research institute. Implemented a new PeopleSoft post-production application management support function that leveraged onsite and offshore resources. |