

MANAGERS REPORT



DATE December 7, 2023
TO: Mayor Benage and City Council
FROM: Ty Lasher, City Manager
RE: December 12 Workshop Agenda

ERP System:

The workshop discussion will begin with the operational issues created by our current 20+ year-old Enterprise Resource Planning (ERP) system. The existing system, which supports finance, court, licensing and permitting, recreation, utility billing, and human resources, has reached a point of obsolescence and is inhibiting our ability to meet the evolving needs of our community.

To address this challenge, we have engaged the expertise of Mr. Brian Mackey, a Bel Aire citizen, and an expert in deploying enterprise IT solutions. Mr. Mackey has reviewed our current processes and has played a key role in assisting our staff with the selection of a recommended ERP system that aligns with the specific needs of the City of Bel Aire.

The proposed ERP system will not only replace our outdated technology but also integrates and streamlines various standalone systems across different departments. This consolidation includes modules for finance, court, licensing and permitting, recreation, utility billing, and human resources, providing a unified and efficient platform for the operations of our city.

Mr. Mackey will be presenting his findings at the upcoming workshop and Ted will be discussing how the new system would significantly streamline our current processes. Of note is the emphasis on improving online customer service, a crucial aspect of modern governance that aligns with our commitment to providing accessible and efficient services to our community.

As our city continues to grow, deploying a modern ERP system will not only enhance service delivery but will also optimize our operations, making our employees more productive. This approach is essential to managing increased service demands without the necessity of hiring additional personnel, thereby ensuring fiscal responsibility and efficient resource allocation.