

TO: Mayor and City Council

FROM: David Chanski, City Administrator/Clerk

RE: ERP Acquisition

DATE: August 19, 2024



Background

The City's current ERP (enterprise resource planning system) is called Banyon and is very basic (its operating system is just a Microsoft Access database) and antiquated. Banyon is also only a financial software and does not have any credit card payment, online portal, permitting, code enforcement, or records management capabilities. As such, staff has been looking into replacing Banyon with a much more robust ERP system. Replacement of Banyon was also a high priority listed in the 2023 Organizational Assessment.

ERP Research

Staff took a very methodical process in seeking out the best ERP system for the City. Lead by Assistant City Administrator Eick, staff from every department gave input on what elements they believed were most important in a new system. Additionally, a priority on a multi-discipline system was set as such a system would be more streamlined and cost effective than multiple single-discipline systems that would likely not integrate with each other. Input was also received from the City's accounting consultants with Abdo as well as from Mr. Sheldon Cohen with Resource Management Associates.

After priorities for a new system were set, ACA Eick began researching companies that could provide such a product. In all, 15 companies were considered and engaged. From these discussions, the list was narrowed down to 3 companies that staff felt best fit the City's needs: Caselle, BS&A, and Edmunds GovTech.

Each company was invited to provide an in-person demonstration, which were held the first week of June. Each demonstration lasted roughly 4 hours and involved City Administrator Chanski, ACA Eick, Deputy Clerk Runksmeier, Finance Specialist Rust, and Planning & Zoning Administrator Gansen. Many follow-up questions were sent after the presentations as well as further virtual demonstrations conducted. Ultimately, staff was unanimous that Caselle was both the best product as well as had the best price of the three.

Caselle

The acquisition and implementation of Caselle as the City's new ERP is included in the Equipment Capital Plan for 2025. The proposal received from Caselle is for a first-year cost of \$92,213, which includes conversion, implementation, in-house training, and the

first year of service. The annual fee after the first year is \$16,080. Conversion and implementation will be conducted completely by Caselle. If the process begins by the beginning of January, Caselle anticipates going live by the end of spring.

Caselle also includes an integrated credit card processing system as well as a robust customer portal, which will allow for customers to apply and pay for certain permits online and pay and track utility bills online. The customer portal will also be able to serve as another medium for communication with the public.

Council Action

Staff is seeking to get input from the City Council on the acquisition of Caselle as the City's new ERP. If the Council is agreeable to this acquisition, staff will request authorization to enter into a contract with Caselle for 2025 following the adoption of the Preliminary Budget to lock in current pricing.