Staff Report

January 17, 2023 Council Regular Meeting

Tyler Technologies – HUB Demonstration (PACE ERP)
Presenter: Cathy Huber Nickerson, Finance Director
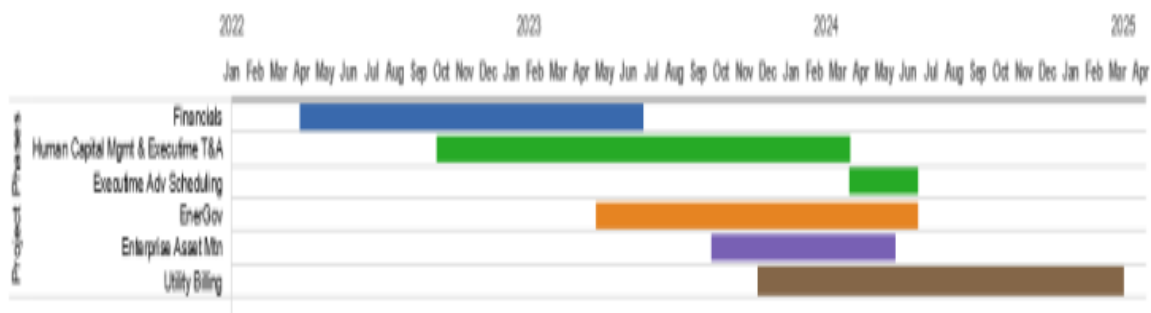Time Estimate: 10 minutes

Phone	Email
360.817.1537	chuber@cityofcamas.us

BACKGROUND: This demonstration is the beginning of a series of demonstrations and presentations of PACE ERP to City Council to lead up to the Go-Live July 2023 for the Financials Module (MUNIS). This demonstration will show the high level, real-time information for Council.

SUMMARY: The simplest way to understand what an ERP solution is to think of the core systems which supports the whole city. These include accounting, human resources, procurement, capital assets, building, inventory, budget, and customer request management. ERP solutions integrate all these functions into a single system.

The City purchased a Software-as-a-Service (SaaS) solution in which the ERP is hosted centrally with the vendor and licensed on a subscription basis. This solution saves the City money with hardware, staffing and support. Council approved the contract November, 2021.

The schedule for implementation of the ERP project is below:

This project includes a module which is called Tyler HUB which is a dashboard to show real-time data from all modules and can be tailored to the user. The HUB will dovetail with the Socrata module to provide financial detail but will go beyond to show personnel recruitment information, permit activity, asset management data and utility billing monitoring.

The demonstration for City Council will show the high-level information as the implementation is in process but is intended to provide a chance for a preview.

.

EQUITY CONSIDERATIONS:

What are the desired results and outcomes for this agenda item? The intent of the presentation is to provide City Council information regarding the ERP HUB.

What's the data? What does the data tell us? N/A

How have communities been engaged? Are there opportunities to expand engagement? N/A

Who will benefit from, or be burdened by this agenda item? The intent in investing in a new ERP solution is to save the taxpayers money in greater efficiencies, provide transparency and enhanced service delivery.

What are the strategies to mitigate any unintended consequences? A committed governance structure is intended to mitigate risks and obstacles.

Does this agenda item have a differential impact on underserved populations, people living with disabilities, and/or communities of color? Please provide available data to illustrate this impact. This infrastructure project is intended to enable the City to be more transparent, accessible, and understandable to all residents.

Will this agenda item improve ADA accessibilities for people with disabilities? Yes, the systems should provide as much self-service and transparency to allow customers and employee to access data and process transactions remotely.

What potential hurdles exists in implementing this proposal (include both operational and political)? There are several potential hurdles which staff intends to work through with City Council as part of the governance structure charter.

How will you ensure accountabilities, communicate, and evaluate results? Staff intends to outline the strategies to address communication, accountability, and results in a communication plan.

How does this item support a comprehensive plan goal, policy, or other adopted resolution? This item provides open and transparent financial reporting which is a goal of the City's strategic plan and meets best financial practices.

BUDGET IMPACT: See above.

RECOMMENDATION: This demonstration is for Council information only with more information of the City's PACE ERP project to rollout over the next several Council Workshops leading to July's Go-Live event.