



MEMORANDUM

Meeting Date: 12/8/2025

To: Town of Grand Lake Board of Trustees
From: Steve Kudron, Town Manager

Re: ERP System Upgrade

Honorable Mayor and Trustees,

After a comprehensive review of the Town's current financial, budgeting, and utility billing systems, as well as an evaluation of modern municipal ERP platforms, I am recommending that the Town of Grand Lake transition from the legacy Caselle system to the OpenGov ERP suite. This recommendation is based on the Town's growing operational needs, the limitations of our current system, and the significant improvements in efficiency, transparency, and long-term sustainability that OpenGov can provide.

My Rationale for Transition

Modernization of Core Financial Operations

Caselle has served the Town for many years, but it is fundamentally a legacy system. Its architecture limits integration, automation, and real time reporting. Staff frequently rely on manual workarounds, duplicate data entry, and static reports that require additional manipulation.

OpenGov offers a fully cloud based, modern financial platform designed specifically for local governments. Key benefits include:

- Real time financial reporting and dashboards that improve decision making and reduce staff time spent compiling data.
- Automated workflows for purchasing, approvals, and audit trails.
- Improved internal controls through role-based permissions and transparent process tracking.

Enhanced Budgeting and Long-Range Planning

Our current budgeting process is heavily manual, spreadsheet driven, and time intensive. It limits our ability to model scenarios, track performance, or communicate budget information clearly to the public.

OpenGov's budgeting and planning module provides:

- Dynamic forecasting tools for multiyear financial planning.
- Scenario modeling to evaluate the impact of policy decisions.
- Collaborative budgeting workflows that streamline department submissions and revisions.
- Public facing budget transparency tools that strengthen trust and community engagement.

Improved Water Billing and Customer Service

Caselle's utility billing module lacks modern features that residents increasingly expect, including online account access, mobile-friendly payment options, and automated notifications.

OpenGov's utility billing system provides:

- Online customer portals for payments, usage history, and account management.
- Automated billing and reminders that reduce staff workload and improve collection rates.
- Integration with meter data for more accurate billing and fewer adjustments.

Cloud-Based Reliability and Security

OpenGov is fully cloud-hosted, offering:

- High reliability and uptime without the need for local servers.
- Automatic updates that ensure the Town always has the latest features and security protections.
- Robust cybersecurity standards that exceed what small municipalities can typically maintain in-house.

Better Integration Across Departments

One of the most significant limitations of Caselle is its siloed structure. OpenGov provides a unified platform where financials, budgeting, procurement, and utility billing all share the same data environment.

This means:

- No more duplicate entry
- Fewer errors
- Faster reporting
- More consistent information across departments

Long-Term Sustainability

Caselle's development pace has slowed, and its feature set no longer aligns with the expectations of modern municipal operations. OpenGov, by contrast, is rapidly evolving and heavily invested in supporting small and mid-sized governments.

Selecting OpenGov positions Grand Lake for long term operational success and ensures we are not left behind as technology and public expectations continue to advance.

Urchase of this item through our contract partner Sourcewell, guarantees the best pricing and satisfies state requirements for such purchases.

Recommendation

Based on the analysis of system capabilities, staff feedback, and the Town's strategic goals, I recommend that the Board of Trustees authorize the Town to enter into an agreement with OpenGov for ERP, budgeting, and utility billing services. This transition represents a meaningful investment in the Town's operational capacity, financial transparency, and customer service. It will reduce inefficiencies, modernize our internal processes, and provide a platform capable of supporting Grand Lake's needs for many years to come.

I look forward to discussing this recommendation with you and answering any questions you may have. Our representative Isabel Zarrow is available to answer any questions as well.

Suggested Motion:

I move to direct the Mayor to sign the Resolution for ERP Services with OpenGov as detailed in the Statement of Work and Services Agreement.