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MEMORANDUM

Finance Department

June 24, 2026

To: Mayor Jackola and City Council
From: Brandon Neish, Finance Director
Subject: Enterprise Resource Planning (ERP) System Replacement

I. BACKGROUND

The City currently utilizes multiple software platforms to support financial management, budgeting, utility billing, permitting, payroll, asset management, and other operational functions. Over time, these systems have become increasingly disconnected, requiring manual data transfers, duplicate data entry, and additional staff time to reconcile information and complete routine processes.

The City's current financial management system, Springbrook, has served the organization for many years; however, staff have identified ongoing concerns related to limited system updates, integration challenges, declining customer support, and uncertainty regarding the company's long-term product direction. These concerns, combined with the City's desire to improve operational efficiency, reporting capabilities, and service delivery, resulted in staff initiating an evaluation of available Enterprise Resource Planning (ERP) solutions.

An ERP system provides a centralized platform that integrates multiple business functions into a single system, creating a consistent source of information across departments. The goal of replacing the City's existing systems is to improve efficiency, strengthen internal controls, enhance transparency, and provide better tools for staff and the community.

Staff evaluated seven ERP solutions through demonstrations and a detailed review process. An ERP Build Team was formed with representatives from multiple City departments to evaluate the systems based on organizational needs, functionality, implementation approach, security, customer service, and long-term value. Following the evaluation process, the Build Team narrowed the selection to two finalists for additional review.

II. CURRENT REPORT

Following additional demonstrations and evaluation, the ERP Build Team and management team unanimously identified OpenGov as the preferred ERP solution. OpenGov would provide the City with an integrated platform for financial management, budgeting, utility billing, permitting, licensing, and enterprise asset management. The implementation would replace several existing

systems and provide a centralized platform designed to reduce manual processes, improve data accuracy, enhance reporting, and increase access to real-time information.

Key improvements anticipated with the OpenGov system include:

- Improved financial reporting and budgeting capabilities;
- Reduction in duplicate data entry and manual processes;
- Enhanced financial controls through integrated workflows;
- Improved department access to consistent and timely information;
- Expanded customer service options for utility customers, including improved online payment capabilities, flexible automatic payment scheduling, electronic notifications, and enhanced account security;
- Streamlined permitting and licensing processes;
- Improved asset management capabilities, including integration with the City's GIS system and enhanced maintenance tracking;
- Enhanced cybersecurity protections and ongoing system improvements.

Staff completed reference checks with four organizations currently using OpenGov. Each organization reported positive experiences with the system, including strong customer support, operational efficiencies, continued product improvements, and enhanced security features. All reference organizations indicated they would select OpenGov again.

The proposed OpenGov agreement is a seven-year contract with an estimated cost of approximately \$1.8 million, along with one-time implementation costs estimated at \$388,000. While the new system represents an increased investment, a portion of the cost will be offset through the elimination of several existing software systems currently utilized by the City.

Implementation is anticipated to begin in July 2026, if approved by Council, and is expected to take approximately 12 months to complete. During implementation, staff will work with OpenGov representatives to configure the system, migrate data, complete testing, and provide training to ensure a successful transition.

Payroll and human resources functions will remain with the City's current provider, ADP, at this time. Staff's priority is to successfully implement the ERP system before evaluating additional system changes. Replacing the City's current collection of disconnected systems with an integrated ERP platform represents a significant investment in the City's long-term operational efficiency, financial management, transparency, and customer service. OpenGov provides the functionality, scalability, and support needed to meet the City's current and future operational needs

III. RECOMMENDATION

Staff recommends that the City Council approve moving forward with OpenGov as the City's Enterprise Resource Planning system provider and authorize the City Manager to execute the necessary agreement.