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Staff Report City Council

To: City Council

Through: Danny Roberts, City Manager

From: Kyle MacKenzie, IT Department Director

Date: October 5, 2025

Subject: Tyler Technologies Annual Hosting, Support and Maintenance Agreements

RECOMMENDATION:

Staff recommends to the Loganville City Council to approve the annual hosting, support and maintenance agreements for Tyler Technologies. The total agreement renewal costs are \$96,943.97.

FISCAL IMPLICATION:

The ERP Pro and EAM platforms are the mission critical software platforms used for CRM and data storage for many major functions such as Utility Billing, Financials, and Human Resources. The project is budgeted and will come from 100-1535-521301 and 505-4300-521301.

BACKGROUND:

Tyler Technologies ERP Pro and many integrated modules were implemented as the mission critical core platform for city functions in 2001. This year, we need to add an item for 4 days of training per year that can be used for new and current employees continuing education.

DISCUSSION:

Approval to pay the invoices for Tyler Technologies Hosting, Support and Maintenance including the addition of the Planned Annual Continuing Education (PACE). The total combined cost is \$96,943.97.