City of **Loganville**
Since 1887
where people matter

Technology Department • Kyle MacKenzie • Director
4303 Lawrenceville Highway • Loganville, GA 30052 • 770-466-0015 • www.loganville-ga.gov

Staff Report
City Council

To: City Council

Through: Danny Roberts, City Manager

From: Kyle MacKenzie, IT Department Director

Date: August 28, 2024

Subject: Implementation of Tyler Technologies software platform EAM with ESR

RECOMMENDATION:
Staff recommends to the Loganville City Council to approve the software implementation project for Tyler Technologies EAM (Enterprise Asset Management) with ESR (Enterprise Service Requests). Project cost $87,307.00. The software will allow the integration of multiple work order and request systems into one work order / service request management system.
The total estimated project cost is $87,307.00.

FISCAL IMPLICATION:
The implementation of the new work order system will help the office and field employees have a unified software for all work tracking. The system will help in organization of the jobs needing to be done and data collection for reporting of work completed. The system will help maintain a line of communication between office staff / utility billing staff and the employees in the field.

BACKGROUND:
Currently, the utility billing software, utilities work order software and the citizen request software are all separate work order systems. Office staff enter work orders into two of the three systems for the field employees to complete. Employees in the field have a tablet that is capable of opening work orders from two of the systems in two separate apps to track and complete work as needed. The new system consolidates all three into the same app and maintains all reporting data in a unified location.
The internal software utilized for all work orders (not related to water meter maintenance) known as SEMS has been re-sold through two different companies during the time the Utilities Department has been using it. When issues arise with the software platform, the new company is extremely difficult to deal with, fixes for issues take weeks and at times it may take weeks to even receive a response from the software vendor. The company has recently sent over a EOL (End of Life) statement for SEMS that after 12/31/24, they will no longer support the software platform.
The implementation of Tyler EAM with ESR is a consolidation of multiple platforms into the main proprietary utility billing platform already utilized. The system offered by Tyler Technologies offers a unified platform and for this reason, we have not included multiple quotes in this proposal.

DISCUSSION:
Approval to proceed with the software implementation project for Tyler Technologies EAM (Enterprise Asset Management) with ESR (Enterprise Service Requests). Project cost $87,307.00.