Enterprise ERP Update

Finance Commission
October 13, 2025

ERP Project Background

The Town of Los Gatos issued an RFP to replace its legacy ERP system, focusing on modernizing the Financial and HR operations through a unified enterprise platform.

RFP Issued: Solicited proposals from qualified vendors Workday, Oracle, Tyler Technologies, OpenGov, and CentralSquare

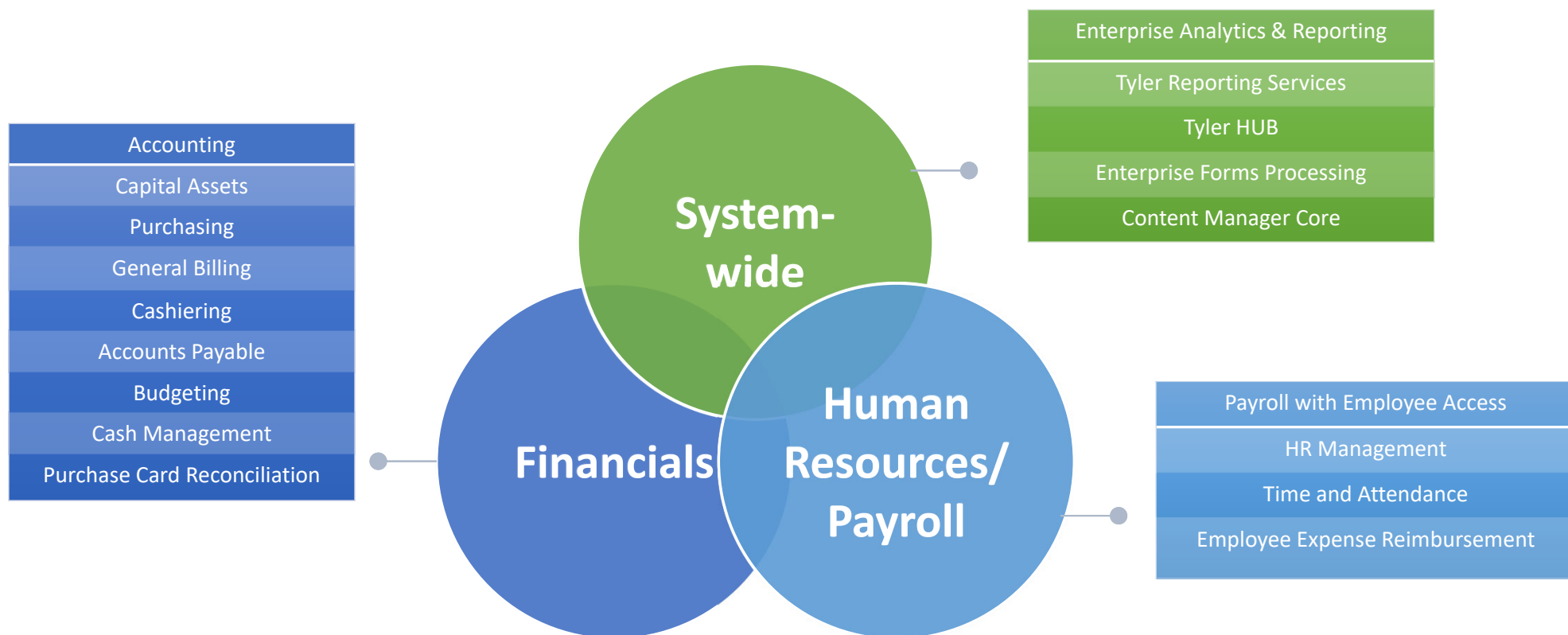**Only Respondent:** Tyler Technologies

Council Approval: June 21, 2022
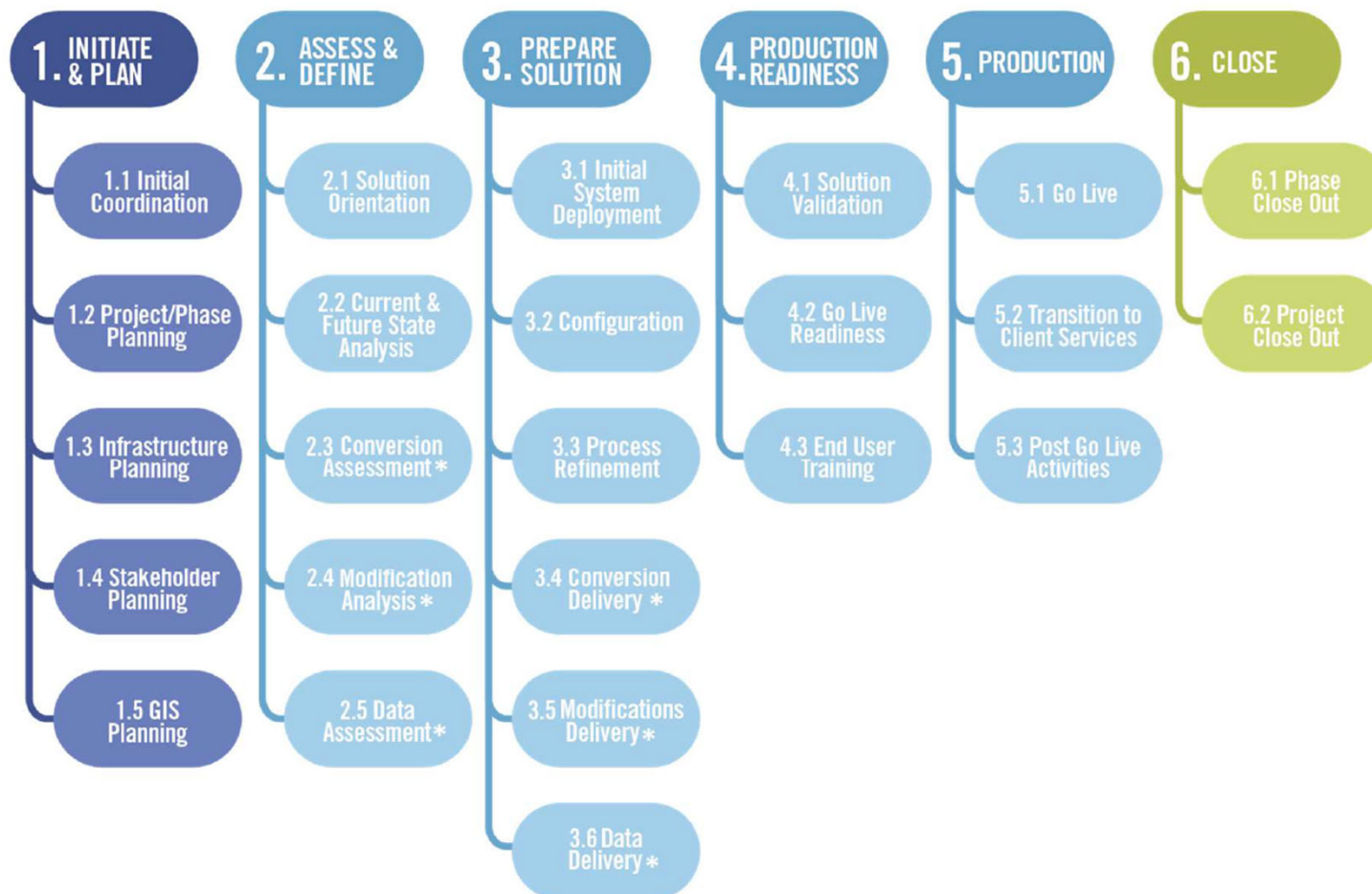
Official Go-Live: June 1, 2025.

Project Objectives

- Consolidate information, link processes and functions, and eliminate manual paperwork in favor of a single system that integrates the Town's Financial, HR and Payroll systems through a single platform.

- Streamline business processes to take advantage of best practices through automation, integration, and enhanced workflows.

- Eliminate the need for redundant data entry.

- Provide a user-friendly and intuitive user interface to promote system use and productivity.

- Enhance reporting capabilities and access to data through inquiry and drilldown capabilities.

Tyler ERP Modules

System-wide

Financials

Human Resources/ Payroll

Accounting
Capital Assets
Purchasing
General Billing
Cashiering
Accounts Payable
Budgeting
Cash Management
Purchase Card Reconciliation

Enterprise Analytics & Reporting
Tyler Reporting Services
Tyler HUB
Enterprise Forms Processing
Content Manager Core

Payroll with Employee Access
HR Management
Time and Attendance
Employee Expense Reimbursement

TOWN OF Los GATOS CALIFORNIA

Implementation Methodology

Financials – Status Overview

Completed	In Progress	Future Project Work

• General Ledger Accounting
 	
• Accounts Payable
 	
• Cash Management
 	
• Purchasing
 	
• Cashiering
 	
• General Billing
 	
• Purchase Card Reconciliation
	• Budgeting
	    • Current limitations due to FY 2025-26 Budget built in legacy system
	    • Budget monitoring reports
	
	• Advanced Custom Reporting
	
	• Enterprise Analytics & Executive Insights
		• Position Control (7/1/2026)
		    • Next FY Budget built within Tyler allowing for full function of position control
		• Capital Assets (12/31/2025)
		• Vendor Access (12/31/2026)
		    • Invoices, Payments, W-9s
		• Resident Access (12/31/2026)
		    • Misc. General Billing
		    • Town already utilizes third-party payment systems for Permits and Business License

Human Capital Management – Status Overview

Completed	In Progress	Future Project Work
• Employee Resource Management • Payroll • Time & Attendance • Employee Access Portal • Paystubs, Benefits, W-2s	• Employee Expense Reimbursement	• Position Control (7/1/2026) • Advanced Scheduling – PD and Library (12/31/2026)

Data Conversions

All Records Converted

- Vendor Master Records

- Customer Master Records

- Open Purchase Orders

- Open Miscellaneous Billing Invoices

5 Years of Historical Data

- General Ledger

- Accounts Payable Checks

- Accounts Payable Invoices

- Payroll Accumulators

- Payroll Check History

- Payroll Earnings & Deductions

Conclusion

- Staff focused on core functions implementation to maintain daily operational needs

- Tremendous time and effort by Finance, HR and IT Staff in the multiyear implementation

- All Town Staff patiently went through extensive training in learning new systems

- Continuous learning process for Staff as adjustments and refinements are made