Memorandum

To: Daniel Buchholtz, City Administrator

From: Melissa Barker, Accountant

Date: September 26, 2022

Subject: Administrative/Accounting Software Upgrade

The City purchased the Asyst accounting software package, consisting of general ledger, accounts payable, cash receipts, payroll, and utility billing, back in 2003. Although I've only been here about two and a half years, numerous staff members have expressed their dissatisfaction for many years and realized the limitations with the current software. Asyst is currently owned by Central Square. Central Square's focus is on their new software products not their legacy systems. Their software support is less than mediocre. They will only provide support if the City keeps up on the software updates, which has entailed upgrading the computer programs at each station that utilizes the software. The updates and upgrades have to be done by Computer Integrations Technologies, Inc. (CIT), the City's IT consultant. Response time for requesting a call for support from Central Square can be days, sometimes even weeks. Sometimes updates need to be coordinated between Central Square and CIT, which can lead to significant delays. The existing software is outdated and no longer user friendly.

Staff has also heard that Permit Works, the City's current building permit software, is possibly phasing out. Originally the software was installed to assist the Building Department with processing permits and making the permit and inspection process more efficient. Even with Permit Works the process is still manually intensive, with staff having to handle, record and report from and in various software programs.

With these issues, staff has been researching alternatives for financial software such as an enterprise resource planning system, with the expectation for something more reliable, integrated, user friendly for all users, and efficient in all aspects of the software.

After soliciting other Minnesota cities for their reviews on software they used. Staff participated in demonstrations of both BS&A Software and Civic Systems software, after

Staff believes BS&A Software would be the best option for the City of Spring Lake Park. They started selling municipal software to local governments since 1987. Their focus is offering innovative solutions exclusively to local government and providing exceptional customer support. They apply a boutique approach to their customer base, not a big box store.