



TO: City Council
DATE: May 15th, 2025
SUBJECT: Document Repository Company Transition

Introduction

The City currently utilizes Laserfiche as its digital repository system for the management and storage of records and documents. While Laserfiche has historically supported the City's records needs, recent staffing changes have revealed a significant gap in system knowledge. The employees originally trained during the initial implementation are no longer with the City, and new staff were too new to receive appropriate onboarding or training at that time. As a result, essential functions within the system are difficult to navigate, leading to inefficiencies in records management. This prompted a reassessment of the City's digital repository solution and a review of more cost-effective and user-friendly alternatives.

Attachments

The cost estimates from both providers are attached for Council's review. The initial implementation cost for CivicPlus and the Statement of Work from Laserfiche stating the charge for training.

Discussion

After evaluating the City's current and future records management needs, staff researched alternative solutions and identified CivicPlus as a more streamlined and user-friendly replacement for Laserfiche. CivicPlus offers a digital repository that is easier to navigate, integrates more effectively with the City's other municipal systems, and requires less administrative effort to maintain.

While the annual cost of CivicPlus (\$8,998) is higher than Laserfiche's—it includes comprehensive support services, public access tools for fulfilling records requests, advanced redaction capabilities, and ample storage to support the City's transition to fully digitized records.

By contrast, Laserfiche quoted \$5,341 to train just two staff members, which was a need driven by staff turnover and the absence of initial onboarding. This was on top of the \$15,814.98 previously spent on installation, cloud licensing, and a scanner that has never been used and does not meet the City's current needs.

Transitioning to CivicPlus would support improved digital workflow, better public accessibility to records, and greater internal efficiency. This change aligns with the City's goals for improved digital services and operational effectiveness.

Potential Motion

Staff recommends City Council authorize the transition from Laserfiche to CivicPlus as the City's digital repository system and approve the necessary agreements and budget adjustments to facilitate the change.