

ENTERPRISE UPGRADES

Enterprise Resource Planning & Permitting Solutions

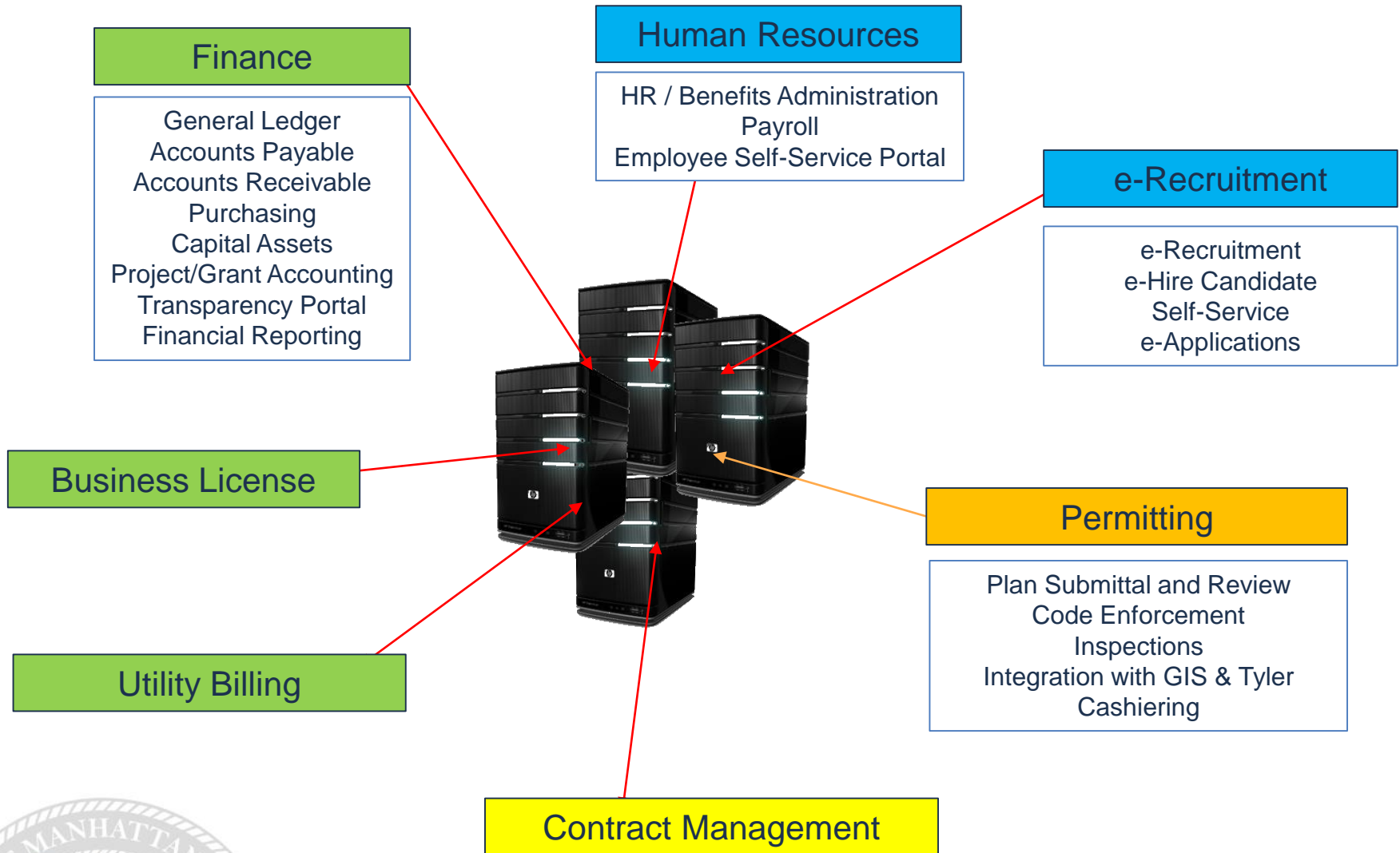
ERP Defined

▶ **Enterprise Resource Planning (ERP)**

A set of core functional applications that

- Automates Finance and Human Resources business processes
- Integrates other back office functions and streamlines processes and information across the organization
- Supports business applications including
 - Document Management
 - Land Management and Permitting
 - Utility Billing
 - Business Licensing
 - Inventory and Fixed Assets
 - Work Order System
 - Citizen “Self-Service” portal

Integrated Functionalities



Background

- ▶ Present Tyler/Eden ERP solution deployed in 1997
- ▶ Independent ERP consultant Nexlevel/SDI assisted with:
 - Assessment of existing Tyler/Eden platform and current business practices
 - Recommendations for business processes improvement/automation
 - Review of ERP solutions that are best fit and cost effective for the City
- ▶ Evaluation incorporated into the ERP Request for Proposals issued on April 20, 2017
 - 5 proposals received and top 2 finalists presented demos
 - Tyler/Munis ERP chosen after extensive proposal evaluations, product demos, site visits, reference checks and additional review



City-wide Investment

- ▶ Tyler/Munis ERP estimated five-year total of \$1,192,762
 - Software and Implementation Costs: \$675,516
 - Maintenance: \$517,246 (Years 2 – 5 approx. \$130,000)
 - Software support, software upgrades and version releases
- ▶ Tyler/EnerGov Permitting estimated 5-year total of \$552,505
 - Implementation Costs: \$365,415
 - Maintenance: \$187,090 (Year 2 – 5 approx. \$47,000 per year)
- ▶ FY 2018-2019 Adopted Budget includes initial Software and Implementation Costs for both systems
 - Budget also includes the amount of \$74,500 contingency for ancillary ERP project management services to be utilized if needed



Munis ERP Applications



Financials

- General Ledger
- Budgeting
- Payroll
- Accounts Payable
- Accounts Receivable
- Project/Grant Accounting
- Purchasing
- Fixed Assets and Inventory

Licenses

- Business Licensing
- Animal Licensing

Utilities

- Residential and Commercial Billing for Water/Sewer and Refuse

*All modules fully integrate with Tyler/Cashiering and Tyler/EnerGov Permitting

Munis ERP Benefits - Finance

► Enhancements and New Modules Provide:

- Electronic Workflows, including routing, approving, tracking, auditing and improved internal controls
- Dashboards for real-time reporting on financial status of programs, capital projects and grants
 - User interface allows for real-time drill-down, drill-across and data search capabilities
- Employee Self-Service for updates to W-4's, direct deposit information, and viewing paystubs/tax forms online
- Capital Asset and Inventory tracking and accounting
- Content Manager to store/retrieve vendor W-9's, invoices and backup documents
- Contract Management and Purchase Order routing, tracking and auditing

Munis ERP Benefits

▶ Community users will experience:

- Transparency Portal
- Citizen Self Service Portal
- Integration with other Enterprise Systems
 - Pay for a Business License, Utility Bill, Plan Check and Dog License all at once



Customer



Access

Citizen Transparency Portal

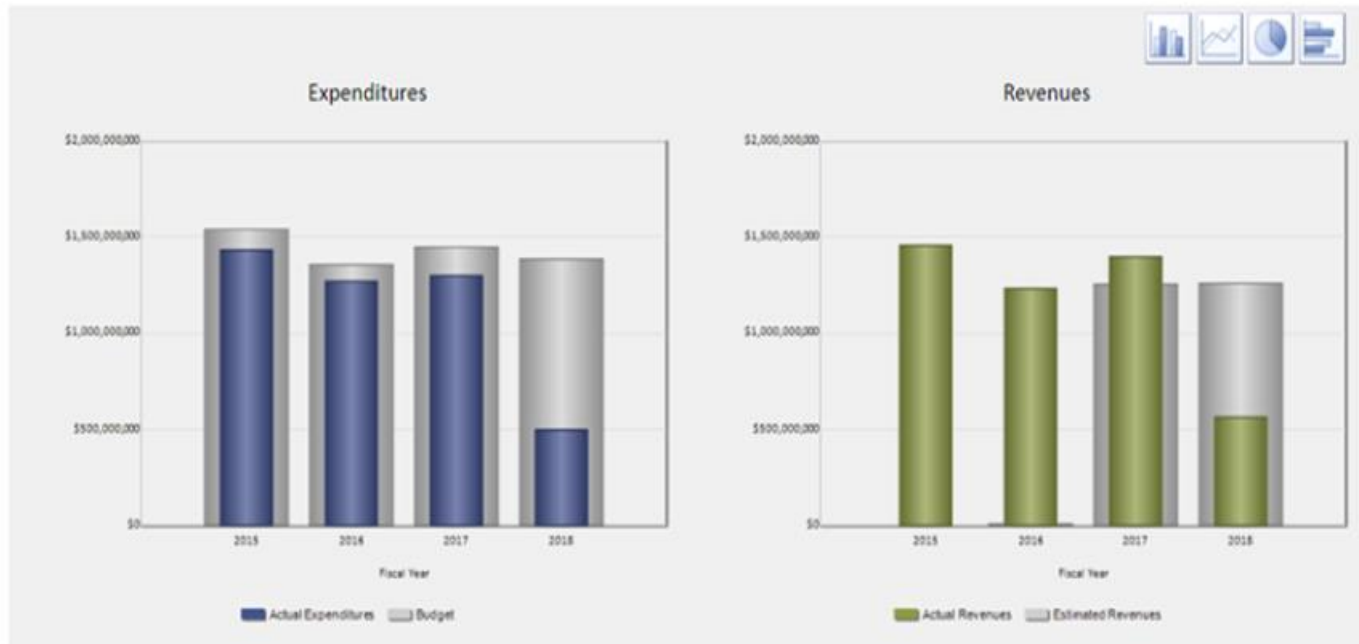
Powered by Tyler Technologies

public -

PUBLIC MENU

Citizen Transparency

<p>Total Expenditures</p> <p>\$496,714,075</p> <p>Year To Date</p>	<p>Total Revenues</p> <p>\$561,959,692</p> <p>Year To Date</p>	<p>Salary & Wage Expenditures</p> <p>\$185,856,094</p> <p>Year To Date</p>	<p>Tax Revenues</p> <p>\$246,986,685</p> <p>Year To Date</p>	<p>Site Quick Links:</p> <ul style="list-style-type: none"> Expenditures Overview Revenues Overview Payroll Overview Vendor Payments
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Munis ERP Citizen Self-Service

The screenshot displays the 'Munis Self Service' portal. At the top, there is a blue header with the 'tyler technologies' logo on the left, the text 'Munis Self Service' in the center, and 'Resources' and 'ADMINISTRATOR' on the right. Below the header, the main content area is titled 'Welcome to Citizen Self Service'. It features an 'Announcements' section with a welcome message, a 'Profile Information' section with a 'View profile' link, and a 'Utility Billing Accounts' section. A vertical navigation menu on the right side is circled in blue and contains the following items: Home, Citizen Self Service, Animal License, Business License, Email Announcements, General Billing, Motor Vehicle, Non-Emergency Requests, Other Services, Parking Tickets, Permits and Inspections, Personal Property, Real Estate, and Utility Billing.

tyler technologies **Munis Self Service** Resources ADMINISTRATOR

Welcome to Citizen Self Service

Announcements

Welcome to Munis Citizen Self Service.

Profile Information [View profile](#)

ABC ELECTRIC
354 COMMERCIAL ST
Gulfport, MA 05212

Phone numbers

Number	Allow Notifications	Preferred Contact
818-430-5040	No	No
818-430-5045	No	No
818-430-5040	No	No

Email Addresses

Address	Preferred Contact
ABCEL@aol.com	No

Utility Billing Accounts

- BB
- 100003939

Home
Citizen Self Service
Animal License
Business License
Email Announcements
General Billing
Motor Vehicle
Non-Emergency Requests
Other Services
Parking Tickets
Permits and Inspections
Personal Property
Real Estate
Utility Billing

Site Visit to Culver City – Self Service Portal



Welcome to Culver City Self-Service

Vendor Self-Service

Access to 1099s, payment status, invoices, and purchases orders.

New Users: [Register](#)

Returning Users: [Log On](#)

Employee Self-Service

(Culver City Employees Only)

Access to employee information such as W-4s, direct deposit statements, personal information, etc.

[Log On](#)

Pay City Invoices

Online payment for refuse and other miscellaneous invoices.

[Pay Invoices](#)

Business Tax Self-Service

Online payment/renewal for business tax certificates.

[Pay/Renew Business Tax Certificate](#)

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The screenshot shows the login interface for the Culver City Self-Service Portal. At the top, there is a blue header with the 'Culver CITY' logo on the left and the 'Munis Self Service' logo on the right. Below the header is a navigation menu with links for 'Home', 'Culver City Self Service', and 'Vendor Self Service'. The main content area is titled 'Login' and contains two input fields: 'Username' and 'Password'. To the right of the 'Username' field is a link that says 'Forgot your username?'. To the right of the 'Password' field is a link that says 'Forgot your password?'. At the bottom left of the login area is a link for '| Register' and at the bottom right is a black 'Log in' button.

Munis ERP Benefits - Human Resources Operations

- ▶ Project Efficiencies and Service Enhancements include:
 - Applicant Tracking: Seamless flow from online application through communication with hiring department during process to creation of employee records upon hire
 - Employee Self-Service: Managing addresses, tracking and viewing certifications
 - Performance Management: Improves tracking, reporting and reminder notifications for performance evaluations
 - Workflow: Reduces paper flow and improves efficiency with electronic approval routing and communications
 - Reporting: Greatly increases department's self-reliance for reports and improved end user tools for dynamic reporting

Munis ERP Benefits – Human Resources Risk Services

▶ Capital Asset Tracking

- Improving accuracy of building and vehicle inventory for property insurance programs
- Providing up-to-date valuation to support property claims in event of loss

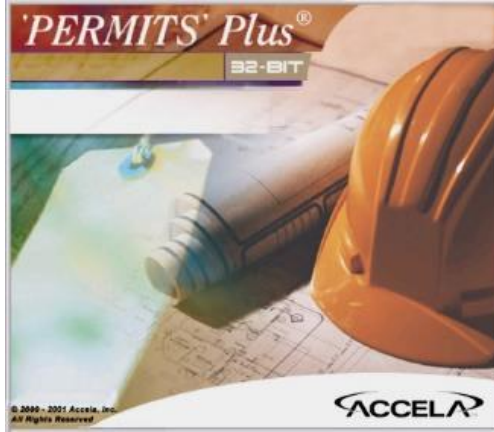
▶ Contract Management

- Enhancing tracking of contract processing
- Centralizing insurance documents
- Improving data access for claims administration and litigation support

▶ Reporting

- Ease of access to data required for third party administrators, Risk Pool, actuaries and internal service charges

Permitting Solution Background



- 24 Years Old
- No software updates since 2014
- 2014 Implementation
 - 18-month Timeline
- 2016 Project Suspension
 - Staffing Resources
 - Scope of Work
 - Change in Leadership
- January 2017
 - Four Proposals
 - Demos & Site Visits
- October 2017
 - Three Proposals
 - Demos and Site Visits
 - Selected Tyler/EnerGov Permitting Solution



Contractor Portal

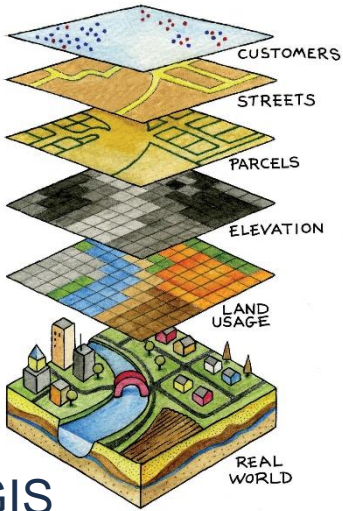


Electronic Submittals



Desk to Field Efficiency

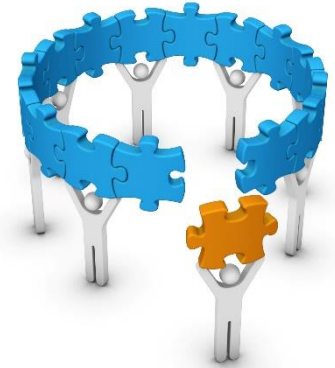
24/7 Citizen Access



GIS



Customized Reporting



Integration



Workflow Efficiency

Development Services ePortal

[Home](#)
[Permits](#)
[Inspections](#)
[Plans](#)
[Requests](#)
[Code Enforcement](#)
[I Want to...](#)
[Help](#)



[\[Log On \]](#) / [\[Register \]](#)

Permit Number: BLD2018-02989



Permit Details

Type: Building	IVR Number: 557423	Application Date: 11/28/2017
Work Class: R - New Single Family Dwelling	Project Name:	Issued Date: 11/28/2017
Status: Finaled	District: 15 - Potomac	Expiration Date: None
Description: SFD LOT 1	Square Feet: 3586	Finaled Date: 4/19/2018
	Valuation: 159000	

Primary Address Details

Parcel : 8288-20-6436	
Address : 19202 STONEY RIDGE PL	
TRIANGLE, VA 22172	
United States	

Contact Details

Type	Company	First Name	Last Name	Title
Authorized Agent	STANLEY MARTIN	ALEXAN...	DIVINE	
Lien Agent	FIRST EXCEL			

Displaying items 1 - 6 of 6



Search Results

Permit Number	Address	Type	Work Class	Status	Issued Date	Expiration Date	Finalized Date	Project Name
CMBN-002343-2018	1725 Herndon Ave Clovis, CA 93611	Combination Non-Residential	Alteration	Plan Check				
CMBN-002742-2018	1840 Shaw Ave 100 Clovis, CA 93611	Combination Non-Residential	Alteration	Plan Check				
CMBN-004800-2017	3771 Shaw Ave Clovis, CA 93619	Combination Non-Residential	New / Addition	Plan Check				
CMBN-005254-2017	1075 Herndon Ave Clovis, CA 93611	Combination Non-Residential	New / Addition	Plan Check				
CMBN-005389-2017	1320 Clovis Ave Clovis, CA 93612	Combination Non-Residential	Alteration	Plan Check				
CMBN-005411-2016	1990 N Fowler Ave 107 Clovis, CA 93619	Combination Non-Residential	Alteration	Plan Check				
CMBN-000424	1211 Douglas	Combination		Plan				

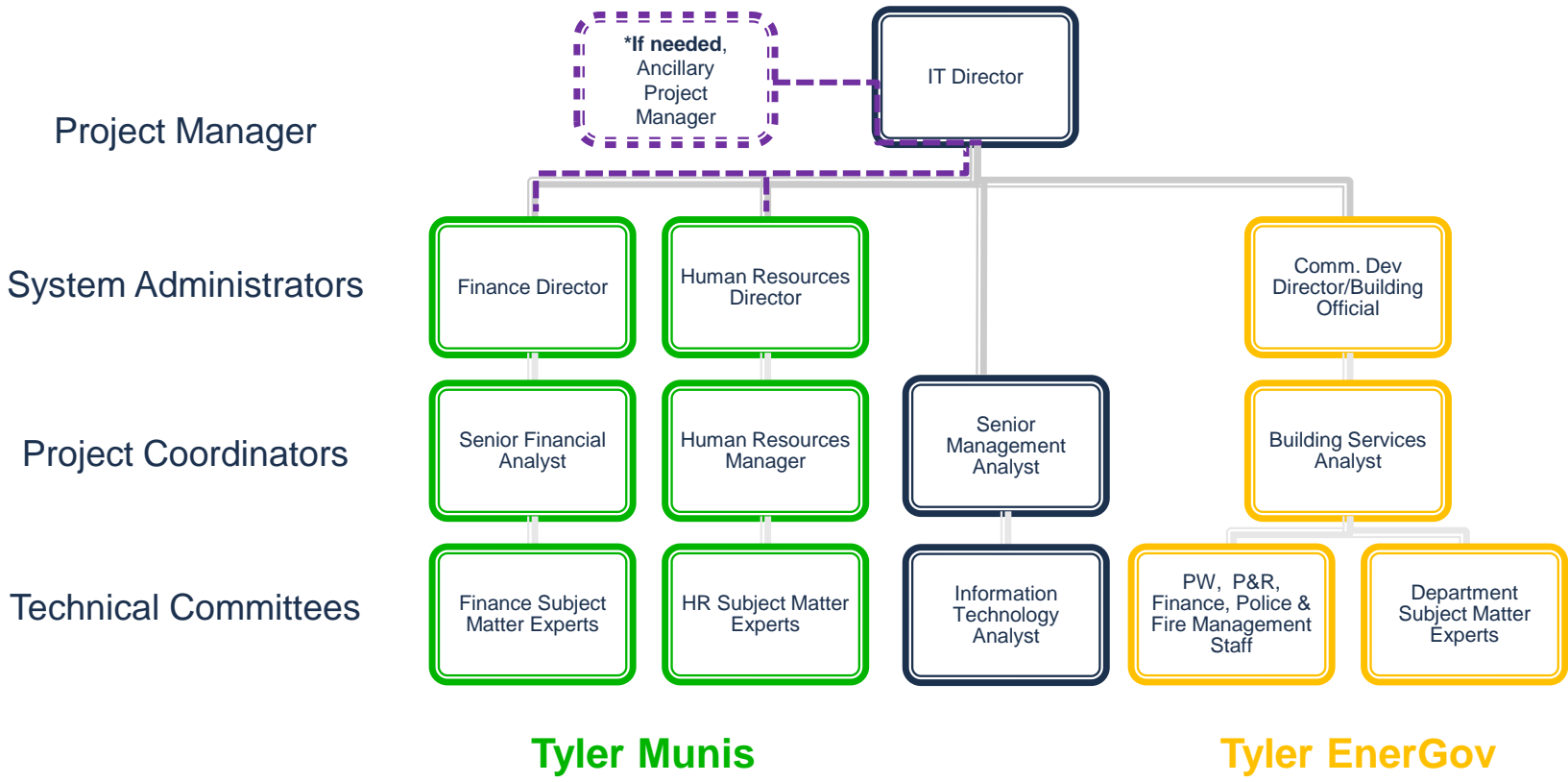
Displaying items 621 - 630 of 650

Print Current Page

Print All Pages

New Search

Project Resources Chart



Implementation Schedules

Project Milestones	Duration in Months	2018					2019					2020					2021												
		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
ENERGOV Permitting/Land Management																													
EnerGov Permitting/Land Management Contract Execution & Procurement	1																												
Implementation Team Planning	4																												
EnerGov Implementation	10																												
MUNIS ERP																													
Munis ERP Contract Execution & Procurement	1																												
Implementation Team Planning	4																												
Phase 1 Financials and Payroll Implementation	19																												
Phase 2 Human Capital Management Implementation	9																												
Phase 3 Business License Implementation	11																												
Phase 4 Utility Billing Implementation	11																												

*Implementation includes preparation, conversion, installation, testing, cutover and go-live

In Conclusion

▶ Tyler/Munis ERP

- Public Service to a New Dimension
- Comprehensive, Interconnecting and Dynamic
- Government Driven

▶ Tyler/EnerGov Permitting Solution

- Enhanced Customer Service
- Consolidated and Automated Processes
- Electronic Submittals and Mobility

▶ Recommendations

- Approve Tyler/Munis ERP 5-Year Contract
- Approve Tyler/EnerGov Permitting 5-Year Contract