

**THE COMMON COUNCIL OF THE CIVIL CITY OF NEW ALBANY, INDIANA,
HELD A WORK SESSION IN THE THIRD FLOOR ASSEMBLY ROOM OF THE
CITY/COUNTY BUILDING ON MONDAY, FEBRUARY 4, 2013 AT 6:00 P.M.**

The meeting of the **New Albany City Council** was called to order by Vice President John Gonder at 6:00 p.m.

MEMBERS PRESENT: Mr. Coffey, Mr. Caesar, Mr. Phipps, Ms. Benedetti, Mr. Blair, Ms. Baird and Mr. Gonder. Mr. Caesar and Mr. Zurschmiede were not present.

OTHERS PRESENT: Mr. Lorch, Mr. Gibson and Ms. Glotzbach

Mr. Gonder introduced Mr. Simmons and Mr. Griffiths with Tyler Technologies and asked them what we currently have and if this is a total revision of that.

Mr. Griffiths replied that the city is currently using an AS400 which is a technology platform that is several years old and an ERP application from a company called New World Systems. He stated that they are presenting a product called Munis which is similar in functionality to New World. He said that he feels that Munis has some unique functionality that is different from New World that will allow the city to be more efficient and more effective. He stated that he will highlight some of those differences.

Mr. Gonder asked if this would require a change in hardware or is it just software.

Mr. Griffiths stated that traditionally if cities choose to self-host which means they license the application and load it on a database and servers within city hall then there will most likely be an acquisition of hardware and database to run the application because the current infrastructure is old technology. He stated that another option is to deploy it in a cloud environment with the software as a service. He said that they presently have about 400 customers across the country that have deployed Munis in software service environment where they host it for them in Tyler's data center and the customers are just accessing the application via the worldwide web.

Mr. Gonder asked if that would be a bypass of purchasing new hardware.

Mr. Griffiths stated that you would not have to purchase new server hardware or database licenses if you took that approach.

Mr. Gonder asked if the users would experience a change.

Mr. Griffiths stated that the end user would not know the difference between whether it is hosted locally or hosted in the cloud.

Mr. Gonder asked if Tyler offers hardware.

Mr. Griffiths stated that they would work with the city to help create a shopping list of hardware but there is no value added in them providing hardware.

Mr. Gonder asked what a speculative number of the cost of the hardware would be to run the system.

Mr. Griffiths replied that he would guess somewhere in the range of \$20,000.00-\$30,000.00.

Mr. Gonder asked if that is a cost that we can completely avoid from operating from the cloud.

Mr. Griffiths explained that you can avoid that cost but the software is a service with a different pricing model and at the end of the day if you look over the cost for five years, it is a more expensive option because there are other costs that it incorporates so it is not an apples to apples comparison.

Mr. Coffey asked if he knows of any cities that have gotten grants to help with the cost of a project like this.

Mr. Griffiths stated that in Indiana he has not aware of any grants but in other states he has seen it done where the state has made funding available to help reduce the cost of government.

Mr. Coffey asked about the federal level.

Mr. Griffiths replied that he is not aware of any of their customers that have received federal funding for this type of acquisition but it may be something to check into. He then began his presentation. He stated that he first wanted to educate the council on Tyler Technologies and how they support their customers. He stated they are the largest software company in the country exclusively focused on serving the public sector. He stated that about 1,500-1,600 cities and counties in the US are utilizing the Munis System. He said that they offer a turnkey approach to the products they provide their customers from development, support, implementation and going forward. He explained that Tyler has experienced very solid and consistent growth and just closed off their 12th consecutive year of growth in this marketplace. He provided the 2011 annual report and passed it around for the council to review and stated that their 2012 annual report should be published shortly. He added that they are a publicly traded company. He then moved on to functionality of the system and stated that the application is fully integrated and is web based so users will be accessing the application via web browser. He stated that they have taken a lot of time to incorporate workflow throughout the application like streamlining approvals, notifications and other tasks. He said that they designed the application as role based and you will be able to access data according to the role you serve with proper permissions through the dashboard screens. He then explained that they have an integrated content management solution which automatically archives electronically any document in the system as opposed to having a file cabinet full of paper documents. He stated that he has broken services into two key areas. He said that one is implementation and the other is ongoing support services once you are live. He said that they don't work with third parties so when you deal with a project with Tyler Technologies you work exclusively with Tyler employees that have accountability to the product and the company. He said that all projects are managed by Tyler Project Management Certified Professionals so they follow the PMI methodology. He stated that once it goes live, they have incorporated a transitional services team and the project plan extends 12 months after the go live date to make sure you have resources here to help you through those firsts with the system and to make sure you are effectively using the application and leveraging your investment in the product. He went over the suite of customer tools that they offer such as customer support, eLearning opportunities, etc. He also said that they offer a lot of online trainings throughout the year which is provided at no charge. He stated that from a technology perspective the application is 100% based on a Microsoft platform. He then moved on to explain the evergreen development philosophy. He stated that evergreen is always adding functionality to the product and they want you to have a product that is current today and five or ten years from today. He said that with the annual maintenance agreement, customers are entitled to all updates to the product. He also stated that it is very manageable so it is non-disruptive to your user base. He explained that if you do an update once a year and the changes are small then the users can adapt to it very easily. He said that the biggest value proposition that Tyler offers is the evergreen development philosophy. He stated that reasons to partner with Tyler are market focus, stability, services, technology and functionality.

Mr. Gonder stated that one of the advantages of being cloud based is that you can't crash and lose all information. He then asked what protection you have from that if you don't operate from the cloud.

Mr. Griffiths stated that they do offer a disaster recovery service where they go in on a nightly basis and back up your data but it is more than a backup. He said that it is really a plan that they put into place with the city so in the event that there is a disaster, they load the city's data into the data center and provide a secure VPN connection into the data center and from that point you are able to run key functional processes.

Mr. Gonder asked if it is expensive option.

Mr. Griffiths stated that it is roughly 25% of annual maintenance fee.

Mr. Gonder asked if that is something that is called on very often.

Mr. Griffiths replied that they hope that it is not because that usually means that something pretty bad has happened. He added that they have had customers deploy disasters because something has happened to their server and they couldn't get a replacement from their vendor for 48 hours or more. He said that the most publicized case was when Hurricane Katrina hit and they had a number of customers in that area that claimed disaster. He stated that Tyler employees were running their payroll process for their city because there was no city hall. He explained that the nice thing about their data center is that it is their data center and Tyler employees man it so they know how to run the applications.

Mr. Blair asked if it is possible to scan in meeting documents and then put those out there for the public to view.

Mr. Griffiths replied that Tyler has a division that does nothing but content management and they've incorporated that technology into the Munis product so they have document management embedded within the ERP system. He said that they have licensed it and call it Tyler Content Management Standard Edition SE and that allows you to scan in any related document to a Munis record or transaction in the system.

Mr. Simmons began his demonstration and stated that they are role based and that means that different roles throughout your organization utilize the system a little differently. He stated that when you log in you will be presented with a dashboard and it is role tailored and can be customized. He stated that it is based upon permissions so what can be seen is monitored. He showed several different roles and what information they can view and retrieve in the system. He went over workflow central and stated that is where you go to create and manage workflows as an administrator of the program. He showed how workflows are graphical. He also showed how central search can be accessed when vendors call in. He showed how reporting tools can be used to print out the reports in Excel, PDF and HTML and then provide them to other subscribers. He gave the example of the YTD budget reports being sent to all department heads then the department heads would be able to access the reports with the use of their permissions to see just their piece of the pie. He also went over the process of using data cubes and how they create a data warehouse of information associated with the system. He said that they take this on a nightly basis so behind the scenes they are moving data information into their data warehouse. He explained that this is helpful in a situation such as needing a three year comparison. He went over key performance indicators which can be helpful in seeing where budgets stand. He then stated that the dashboard can be built with different roles in mind. He gave the example of the council review and explained some of the items that can be viewed based upon their permissions. He went over an HR dashboard and gave examples of what information can be retrieved in that role.

Mr. Griffiths stated that they have provided a budgetary price proposal based upon their presentation. He stated that they hadn't proposed utility billing and they will add that as an optional item.

Mr. Blair stated that he could provide the quote to Ms. Prestigiacomo and then she can present it to the council. He added that the other piece that he wanted to see was the enterprise version plus the disaster recovery. He asked Mr. Griffiths to address the data conversion.

Mr. Griffiths stated that there was a concern this afternoon of if they will be able to bring forth the data of the existing system into the new system. He stated that they have converted a number of customers from the same system that the city is on today to Munis. He stated that it is a repetitive process and they want to bring that data forward for the city because some of it is necessary to be able to budget and to look back and project that information. He said that the conversion is part of training.

Mr. Blair stated that training is going to be very important.

Mr. Coffey stated that he was here when they brought in what we have now and they were nothing compared to this and it has never worked from day one. He added that he thinks that this is a good system.

Mr. Griffiths stated that they can have the financial packet put together and given to Ms. Prestigiacomo by the end of the week.

Mr. Coffey asked how long it would take to convert over.

Mr. Griffiths stated that they typically do it in phases so it is anywhere from six to twelve months for financials and six to nine months for HR payroll.

ADJOURN:

There being no further business before the board, the meeting adjourned at 7:20 p.m.

Pat McLaughlin, President

Vicki Glotzbach, City Clerk