

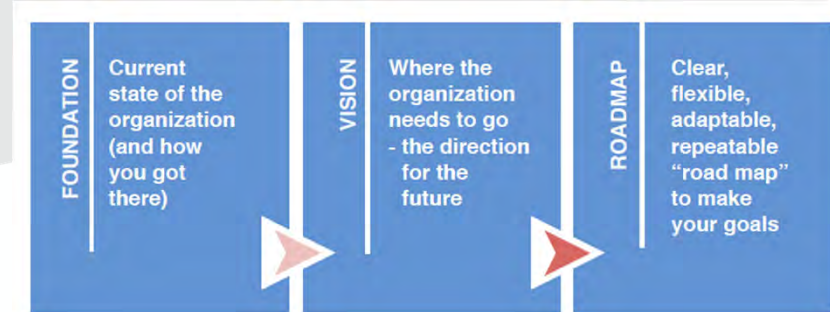


Munis ERP Solution Discussion

August 8, 2022



Foundation



Strengths

- ✓ LCA's Munis' payroll, billing, and customer service modules work well.
- ✓ LCA employees feel confident that they can complete their work in Munis.
- ✓ LCA is upgrading from Munis v.11.3 to v.2021.2 for additional functionality (e.g., API interfaces, two-factor authentication, enhanced reporting, etc.).
- ✓ LCA has successfully interfaced some Munis service orders with CityWorks CMMS work orders.
- ✓ LCA has made significant server investments with Munis upgrade requirements.
- ✓ LCA is in the process of updating several SOPs within Customer Service.
- ✓ LCA continues to participate in the Munis User Group.

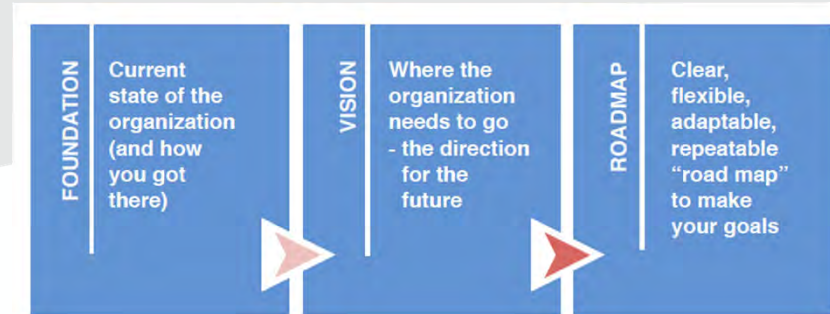
Foundation



Weaknesses

- The general ledger and budgets are structured by service areas and funds, without departments. *Note, this is a root cause issue of several other challenges.*
- Not using several Munis modules: project accounting, HR, timekeeping, citizen self service, inventory, treasury management, contract management, and incident management.
- Excel-based timekeeping processes with duplicative data entry.
- Periodic reports on budget, projects, and payroll performance are manually manipulated, difficult to produce, and subject to error.
- Limited materials receiving and inventory control processes.
- Many opportunities to modernize and centralize current processes.
- Current level of support from Munis is insufficient for LCA's process improvement needs.

Vision



Desired Improvements

- ◆ Upgrade to Munis v.2021.2 as soon as practical.
- ◆ Eliminate manual and duplicative processes.
- ◆ Simplify accounting and timekeeping.
- ◆ Enhance purchasing and materials management.
- ◆ Improve the customer and employee experience.
- ◆ Improve integration capabilities.
- ◆ Improve the collections process.
- ◆ Improve reporting capabilities.

ERP Roadmap



Three Possible ERP Solution Alternatives:

1. Remain as-is on Munis ERP upgrading as appropriate and optimize processes where possible.
2. Reconfigure and reimplement LCA's Munis ERP solution with additional modules.
3. Replace LCA's Munis ERP with a new solution.

Stay with the Munis ERP solution and optimize functionality through reconfiguration and deployment of additional modules.



ERP Reimplementation

New Munis ERP Modules

- ◆ Human Resources
- ◆ Timekeeping
- ◆ Project Accounting
- ◆ Citizen Self Service
- ◆ Inventory
- ◆ Treasury Management
- ◆ Contract Management
- ◆ Incident Management

ERP Implementation Timeline

| Munis Reimplementation | | 2022 | | | | | 2023 | | | | | | | | | | | |
|------------------------|------------------------------|------|------|-----|-----|-----|------|-----|-----|-----|-----|------|------|-----|------|-----|-----|-----|
| | | Aug | Sept | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | June | July | Aug | Sept | Oct | Nov | Dec |
| 1 | Quick Wins | █ | █ | | | | | | | | | | | | | | | |
| 2 | ERP Planning Changes | | █ | █ | █ | █ | | | | | | | | | | | | |
| 3 | Vendor Contract | | | █ | █ | █ | | | | | | | | | | | | |
| 4 | Project Kickoff | | | | | | ▼ | | | | | | | | | | | |
| 5 | Discovery / BPRs | | | | | | █ | █ | █ | █ | | | | | | | | |
| 6 | Data Conversion | | | | | | | █ | █ | █ | | | | | | | | |
| 7 | System Configuration | | | | | | | | █ | █ | █ | | | | | | | |
| 8 | Testing | | | | | | | | | █ | █ | █ | | | | | | |
| 9 | Training | | | | | | | | | | █ | █ | █ | | | | | |
| 10 | Go-live (9 months) | | | | | | | | | | | | █ | █ | █ | ▼ | | |
| 11 | Post-Live Support (3 months) | | | | | | | | | | | | | | █ | █ | █ | |



Questions?

Doug Spiers, P.E., Esq.
(916) 807-3028
dspiers@raftelis.com