



Lehigh County Authority


Munis Re-Implementation

Project Review
LCA Board of Directors
January 12, 2026



Project Goals

2021 Strategic Planning Effort

- Process improvement – administrative & financial focus
 - Reduce manual processes
 - Improve department-level visibility for cost management
 - Improve project-level visibility for cost management & reporting
 - Add functionality for customers & employees
 - Add internal controls & automation for purchasing, payroll, etc.
 - Streamline financial reporting
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Project Authorizations & Schedule

- April 2022 – ERP Needs Assessment & Roadmap (\$61,025)
 - Key takeaway – Munis itself is not the problem!
- September 2022 – Design Phase Authorized (\$596,076)
 - Teams assembled, module-by-module assessments completed
- October 2023 – Implementation Phase Authorized (\$905,620)
 - January 1, 2025 – Planned “go live”
 - July 1, 2025 – Actual “go live”

Modules & Features Implemented

- **Finance – Re-implementation with new general ledger string**
- **Project Accounting – NEW**
- **Human Capital Management – NEW**
- **Tyler Content Manager – NEW**
- **Employee Access – NEW**
- **Utility Billing – Data conversion & process updates**
- **Tyler Cashiering – Process updates**

Examples of Improved Processes

- Department level budgeting & financial reporting
- All non-utility revenue billings now processed in Munis
- Required 3-way match for purchasing
- Re-designed consistent utility billing forms
- Cross-system access to documents (bills, purchases, invoices, etc.)
- Electronic timekeeping & time off accrual requests
- Online open enrollment for employee benefits
- Cross-organizational workflows for electronic approvals

Celebrating Success

And Lessons Learned!

• **Huge Team Effort:**

- Finance / Accounting
 - Human Resources
 - Customer Care
 - IT Department
 - Admin Staff
 - Capital Works
- Focus on business continuity through transition

• **Gaps Identified:**

- Individual processes not mapped, working through them now
- Intermunicipal agreement complexity – remains outside of Munis
- Change management & employee engagement – can always be better!

What's Next?

*Lots more to
implement,
integrate & learn!*

- Developing new reporting (finance & project accounting)
- Automated recruiting process
- Tyler Payments & Customer Access
- Procore / Project Excellence integration
- Inventory module & CMMS integration
- User groups & process reviews
- Documentation & training!

Questions?



***Thank
You!***