Usage of Enterprise Resource Planning (ERP) Software in Selected Cities
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Municipal Technical Advisory Service
INSTITUTE for PUBLIC SERVICE

City	Does your city/town use a software package to manage community development?	What is the name of the vendor and the package that you are using?	How satisfied are you with the current solution?	Does your city/town use a software package to manage finance functions?	What is the name of the vendor and the package that you are using?	How satisfied are you with the current solution?	Does your city/town use a software package for agenda management?	What is the name of the vendor and the package that you are using?	How satisfied are you with the current solution?	Does your city/town use a software package for human resources functions?	What is the name of the vendor and the package that you are using?	How satisfied are you with the current solution?	Does your city/town use a software package for asset management?	What is the name of the vendor and the package that you are using?	How satisfied are you with the current solution?	Do you have any additional thoughts to share on the use of enterprise software to manage municipal departments/functional areas in your city or town?
Alcoa	No			Yes	Tyler - Munis	Somewhat satisfied	Yes	Tyler - Meeting Manager	Neither satisfied nor dissatisfied	Yes	Local Government	Extremely dissatisfied	Yes	Local Government	Neither satisfied nor dissatisfied	We are in the early stages of Munis and Meeting Manager from Tyler. It has been significant change from Local Government software, but a necessary one. I'm sure with more time and experience, we will learn to love our new software
Athens	Yes	Window Ware--Permit LV--used only for permitting	Extremely Satisfied	Yes	Tyler Technologies-Encode Ten	Extremely satisfied	No			Yes	Tyler Technologies-Encode Ten--some portion of the finance software	Extremely satisfied	Yes	Tyler Technologies-Encode Ten - a portion of the product to an extent	Extremely satisfied	Much easier if you have a software package that can span across departmental functions (such as the Tyler Technologies – Encode Ten which is used for finance, HR, and asset management).
Brentwood	Yes	We use Lama for our Planning and Codes department.	Neither satisfied or dissatisfied	Yes	Harris/City Suite	Neither satisfied nor dissatisfied	Yes	AgendaQuick--Destiny Software	Somewhat satisfied	Yes	UKG and CitySuite	Somewhat satisfied	No			I find that having as few Enterprise software packages as possible, the better. This prevents having to pay for or develop custom integrations in order to fully utilize datasets. Most software packages are not fully utilized and could be with some diligence. For example, an ERP with some additional modules could take the place of 3 disparate applications. Also, from the IT side, it is easier to support a lesser number of applications.
Clarksville	No			Yes	Tyler ERP (Munis)	Somewhat satisfied	Yes	CivicPlus CivicClerk	Somewhat satisfied	Yes	Tyler ERP (Munis)	Somewhat satisfied	Yes		Somewhat satisfied	
Henderson	No			Yes	Local Government Corp	Neither satisfied nor dissatisfied	No			No						
Hendersonville	No			Yes	Tyler Munis	Neither satisfied nor dissatisfied	No			Yes	Tyler Munis	Neither satisfied nor dissatisfied	Yes	Tyler Munis – Non-IT Assets SolarWinds – IT (computers, laptops, printers, etc.)	Tyler Munis--Neither satisfied nor dissatisfied; SolarWinds--Extremely satisfied	The City applied a one vendor approach to enterprise software several years ago (Tyler Technologies). Tyler offers a wide range of products that are interconnected, but we have run into issues where the modules are not best in class or up to speed with current software technologies (specifically reporting and APIs). This has forced us to look at ad-hoc solutions and workarounds that provide the services we need for a modern approach. I will acknowledge that Tyler is working on these items, but they are a very large company that won't be as nimble as the smaller solutions.
Lebanon	Yes	Cityworks--used only for permitting	Extremely Satisfied	Yes	Tyler Technologies-Encode Ten	Extremely satisfied	Yes	Granicus	Somewhat satisfied	Yes	Dayforce	Neither satisfied nor dissatisfied	Yes	Cityworks and Tyler Technologies-Encode Ten?	Extremely satisfied	Much easier if you have a software package that can span across departmental functions (such as the Tyler Technologies – Encode Ten which is used for finance, HR, and asset management).
Loudon	No			Yes	Local Government	Somewhat satisfied	No			No			No			
Smryna	No			No			No			No			No			

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