



To: Len Flood
Finance Director

From: Larry McGhinnis
I.T. Manager

Date: June 8, 2004

Subject: Upgrade SungardHTE Software

During the Finance Department's budget presentation to the Board on December 8, 2003, one of the items that was presented was the re-engineered software upgrade from SungardHTE called Naviline. Naviline provides a Windows look and feel instead of the current green screen environment. SungardHTE has been able to streamline many of the screens and steps in the applications, because it is a Windows view. As an example, in the Water Billing application, they have reduced the number of steps for one process from 27 steps to 5 steps. This change will improve efficiency and productivity for personnel using SungardHTE's applications. Another reason for implementing the new technology is that SungardHTE will reduce the Village maintenance costs by 10% for every application that is moved to Naviline, which for the Village is about \$3,500 a year in savings.

During the Finance Department budget workshop, I suggested that the Village might want to take a look at additional products SungardHTE had to offer to see if we could get some aggressive pricing. One of those products is QREP for the Web. This product allows all village employees access to Qrep reports via a browser on their desktop. The advantage of this type of access is there is nothing to load on the desktops since our current desktops all have a browser on them. This also allows for all reports to be located in one place and eventually be accessed by all employees via our Intranet, providing the user has the proper authority. As part of the E-government initiative, this software would allow residents to see these reports via the Village's web page, again depending on what was available. The Village Board and Village Manager had already indicated that this was something we should purchase in FYE 2004. However, I delayed this purchase to get better pricing by bundling these purchases together.

Another area that I investigated was SungardHTE's solutions for GIS. The Village has completed two GIS studies but has not been able to implement either because the initial funding suggested by these studies is extremely high. I believe I have found a solution that will get GIS moving in the right direction for a very small investment and still meet some of the requirements for the two studies. SungardHTE has partnered with Geographic Technologies Group, with an office in Chicago, which has developed a product called LookingGlass Viewer. LGviewer is a Windows-based architecture program using technology from Microsoft and

Environmental Systems Research Institute (ESRI). LGviewer allows the end-user to process and analyze land-based data in an easy-to-use, yet powerful tool. The interface enables the user to quickly query both spatial (map) and attribute data. With a few simple clicks the user may:

- ✓ Run spatial map or relational queries
- ✓ Export data into multiple formats
- ✓ Save and load projects
- ✓ Locate streets, addresses or intersection
- ✓ Print high-quality reports
- ✓ Manage work orders/task orders

SungardHTE applications that this product will be used for include Building Permits, Code Enforcement, Waterbilling, Business Licensing, Land Management, and Work Orders. In addition the GIS maps, aerial photos, and information that has been developed in-house by the Village's GIS Technician would be used for the spatial representation of our data. A few examples of some of the things that can be done:

Waterbilling:

- Map showing where all the commercial, residential or multi-family water customers are located
- Map showing all the water meters in town and their sizes
- Map displaying water meter testing program and where testing is being done

Building Permits:

- Map showing where all the permits are located by type of permit
- Map showing where inspectors are scheduled for a given day

Code Enforcement:

- Map showing where all violations are by type of violation

Land Management Files:

- Map showing land use with aerial photos for display

General application use:

- Ability to use a map to produce letters to residents in a certain geographical area for road repair, water testing, hydrant flushing etc.

While attending the HUG user conference at the end of May, I was able to meet with SungardHTE personnel and negotiate a proposal that would cover all three products mentioned, along with implementation and training, for the same price that I was originally quoted for Naviline and that is currently budgeted \$95,000 from the Technology Reserve Account. See spreadsheet below for details.

Applications	License Fee	Web Training	Implementation Services
Naviline		4,125	6,000
Building Permits	5,890		
Code Enforcement	1,810		

Customer Service – Waterbilling	10,150		
INFISYS-accounts payable, cash receipts	20,640		
Accounts Receivable	4,990		
Business Licenses	1,810		
Purchasing/Inventory	7,750		
Payroll	5,890		
Work Orders/Facility	8,470		
Sub-Total	67,400	4,125	6,000
Less 30% discount	-20,400		
Revised License fee cost	47,180		
Naviline Costs	<u>47,180</u>	<u>4,125</u>	<u>6,000</u>
Qrep for Web Reporting with 4 days of on-site training	11,250	4,800	
Less 10 % discount	1,125		
Sub-Total	<u>10,125</u>	<u>4,800</u>	
Looking Glass Viewer (10 users) with 3 days on-site training	12,000	3,600	
Less 10% discount	1,200		
Sub-Total	<u>10,800</u>	<u>3,600</u>	
Total for all three applications	<u>68,105</u>	<u>12,525</u>	<u>6,000</u>
Combined total for applications, training, implementation	86,630		

Travel and lodging expenses are not included in above pricing but are estimated at about \$3,000.

As stated earlier, by going to the Naviline application there will be a reduction in maintenance support fees of approximately \$7,270 per year. The additional maintenance costs for LGviewer and Qrep for the Web are \$4,130 per year, giving the Village a net reduction of support costs of \$3,140. The chart below projects these costs over a 5-year period showing a reduction of \$21,357 over our current costs.

Support Costs	2005	2006	2007	2008	2009	2010
Current	60,230	63,241	66,403	69,724	73,209	76,870
Revised	57,090	59,944	62,941	66,089	69,393	72,863
Savings	3,140	3,297	3,462	3,635	3,816	4,007
Total Savings						21,357

IT recommends a contract be awarded to SungardHTE for an amount not to exceed \$90,000 for the software purchase of Naviline, QREP for the Web, and LGviewer including implementation, training, first year support fees, and travel and lodging expenses.