



# LASERFICHE SOFTWARE UPGRADE

RS-19-005

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# What is Laserfiche

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- ❑ Laserfiche is an Electronic Content Management System (ECM)
- ❑ Used to scan, archive, and retrieve documents
- ❑ Purchased by CoK in 2002
- ❑ Currently used by all 13 departments
- ❑ Annual maintenance cost is \$17,000

# Laserfiche Upgrade Benefit

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- Laserfiche currently provides
  - ▣ Document Management – (capture, storage, and retrieval)
  - ▣ Current version is at end of life – no technical support
- What Laserfiche Upgrade provides
  - ▣ Document Management (capture, storage, and retrieval)
  - ▣ Technical support
  - ▣ Records Management (automated retention and disposal)
  - ▣ Optical Character Recognition (use scans as word documents)
  - ▣ Automated Workflows for Process Improvements (automate the Purchase Order process and document tracking)
  - ▣ Online Training

# Laserfiche Upgrade Cost

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- Upgrade one time cost is \$98,213.52
- No additional Maintenance cost for 2019
- Maintenance & support starting 2020 is \$40,738 annually

# Alternatives

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- ❑ Option 1: Do Not Upgrade
  - ▣ No longer supported by vendor
  - ▣ Loss of productivity in departments with older version
  - ▣ Version outdated and will not integrate with other software
- ❑ Option 2: Upgrade Laserfiche
  - ▣ Added Software Functionality
  - ▣ Increased User Access and Productivity
  - ▣ Technical Support
  - ▣ Staff Training

# Recommendation

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- Staff recommends the City Council approve the Laserfiche upgrade and authorize the City Manager, or designee, to execute the terms and conditions of the agreement as allowed by state and local law.