



DEPARTMENT OF
**INFORMATION
TECHNOLOGY**

CITY OF APPLETON
Department of Information Technology

100 N. Appleton Street
Appleton, WI 54911
p: 920.832.5885
appletonwi.gov

To: HR/IT Committee
From: Corey Popp, Information Technology Director
Date: April 23, 2025
Re: ERP Conversion Update

I am writing to provide a brief update on the City's ongoing ERP conversion project, with a focus on the Tyler Content Management (TCM), Enterprise Asset Management (EAM), Utility Billing (UB), and Permitting & Licensing (P&L) modules.

The TCM module completed successfully the week of February 28, 2025. The previous content management platform, which cost \$25,000 annually, will not be renewed this year.

The EAM module conversion was also successfully converted the week of March 10, 2025. This project spanned approximately one year and remained on schedule with no postponements.

The UB module conversion began on May 2, 2023, and remains in progress. This phase has been more complex than anticipated, resulting in multiple postponements. Mayor Woodford has approved one final postponement, with the new intended go-live date set for July 29, 2025. He has also communicated to staff that no additional delays will be permitted unless the conversion poses a significant risk to the accuracy or timeliness of resident billing.

At the time of EAM's scheduled project kickoff in 2024, the UB conversion had already experienced its first delay. However, we proceeded with EAM under the assumption that UB would still conclude within three months. Unfortunately, that timeline continued to shift by an additional year.

Running multiple ERP conversions in parallel over the past year has placed a considerable burden on City staff, many of whom are directly involved in more than one effort. As a result, Mayor Woodford and I have agreed not to begin the final ERP module conversion—Enterprise Permitting & Licensing—until UB is fully completed. Assuming UB launches as planned at the end of July, P&L could begin in late Q3 or early Q4 of this year, with an estimated timeline of approximately one year to complete.

I will continue to keep the committee informed as progress continues and major milestones are reached.