



plante moran | Audit. Tax. Consulting.  
Wealth Management.

# Tyler Implementation Project Management Assistance

Pflugerville TX Council Meeting | February 8, 2022



# Agenda

- Plante Moran – Firm overview
- Plante Moran team and role
- Team Qualifications
- Questions



# Firm overview - deep public sector experience





# Resources to meet all City needs



97%  
OF CLIENTS  
SAY THEY  
WOULD  
RECOMMEND  
PLANTE MORAN



# Collaborative Team Approach

## Support City project manager including:

- Assist in development of project schedule, status reporting, and staffing, change management, communication, training, and testing plans
- Monitor action items; identify and mitigate risks and issues
- Monitor contract compliance and project budget

## Support functional leads and SME's including:

- Attend project meetings as needed (discovery sessions, testing, training, etc.)
- Advise on best practices for process and configuration decisions

## Support technical team including:

- Advise on data conversion and integration development
- Provide expertise on cloud deployments and associated best practices and risks





# Tyler implementation experience

35+

Tyler implementation projects in last decade

- Town of Little Elm, TX
- City of O'Fallon, MO
- City of Peoria, IL
- Village of Glencoe, IL
- City of Wauwatosa, WI
- New Braunfels Utilities
- Greater Richmond Transit, VA
- City of Johns Creek, GA
- City of Glenwood Springs, CO
- Village of Wellington, FL
- Village of Elk Grove, IL
- City of Bend, OR
- City of Pinellas Park, FL
- City of Pueblo, CO
- City of Hallandale Beach, FL
- City of Columbia, MO
- City of North Miami Beach, FL
- Borough of State College, PA
- City of Cheyenne Board of Public Utilities, WY
- Santa Margarita Water District



# Value added Tyler Experience

- Mitigate risks to the City project
- Internal tools developed to bolster Tyler services as necessary (testing, training, etc.)
- Knowledge of specific Tyler implementation resources & variations
- Tyler billing approach & budget management tool
- Existing relationships with Tyler Technologies management
- Experience in escalating & handling service delivery concerns
- Lessons learned from previous implementation decisions
- Numerous Tyler clients who can serve as resources



# Keys to success for the City implementation

- Align implementation strategy with project mission and expected outcome
- Incorporate recommended best practices
- Leverage system out of the box functionality where possible
- Strong executive sponsorship support, and ensure City-wide buy in
- Committed and available resources
- Timely decision making
- Develop robust change management plan
- Develop robust data conversion strategy
- Strong project manager and project team





# Q+A