



COMMITTEE OF THE WHOLE REPORT

TO: Chair and Directors

SUBJECT: Laserfiche Cloud Migration and Introduction of Process Automations

DESCRIPTION: Report from Jennifer Sham, General Manager, Corporate Services, dated October 3, 2024.

RECOMMENDATION: THAT: the Committee of the Whole receive the information regarding the potential partnership with Government Frameworks.

BACKGROUND:

Over the past year, Corporate staff including the IT team, have begun exploring options to streamline day-to-day processes by introducing automations. During this exploration, staff considered the recurring themes arising from staff concerns such as records management, manual or digital filing, and reporting, and also understand that the public expects timely responses and transactions.

Although staff have been moving the organization away from paper-based forms, manually organizing and searching for digital files is also proving to be challenging. The solution staff were looking for would need to reduce staff frustration and inefficiency, be easy to use by both staff and the public and be offered at a price with the taxpayer in mind.

GovernmentFrameworks.com (GFW) is a leading provider of governance solutions designed to help local governments drive better outcomes for both residents and administrators. Specializing in optimizing planning, processes, automation, records management, and corporate performance reporting, GFW is committed to transforming the efficiency and compliance of local governments.

One of the solutions offered by GFW potentially could save staff thousands of administrative hours, reduce human error, improve service levels, and streamline record filing (with automation). This technology is named FARMER: digitize forms, integrate them into automated workflows manage approvals and routing, and generate executive reports.

There are a number of reasons why staff would like to partner with GFW:

- They work exclusively with local governments. This specialization equips them with a unique understanding of the challenges and intricacies of local governance, enabling them to tailor solutions that are not just effective but also resonate with the nuanced needs of local government operations.
- GFW pioneered Forms, Automation, Records Management, Executive Reporting (FARMER) technology, a solution that addresses critical compliance and process challenges. FARMER enables local governments to improve records management, reduce manual labour, ensure compliance, and elevate service levels for their communities. It enables organizations to transition from traditional, labour-intensive processes to a streamlined, automated, and efficient digital environment. It effectively consolidates transactional data for strategic analysis, facilitating informed decision-making and comprehensive governance oversight.
- They are Laserfiche Cloud experts. The CSR D has committed to Laserfiche Cloud Migration as the on premise support for Laserfiche is set to end by 2030. GFW will move over our current information from our self-hosted/on premise servers to the Cloud and it is included in the FARMER solution package, at no additional cost. In other words, GFW will migrate the existing repositories and forms to the Laserfiche Cloud for no added cost. Staff inquired about a quote

to do this same move with our current contractor and were quoted it would take 2-3 years, require over 2500 hours, and cost over \$412,500.

- The move to cloud version of Laserfiche will also reduce the current number of servers (5) we currently maintain and support. This will also increase our disaster resiliency and allow for the ability to use Laserfiche form for mobile in Bylaw Enforcement and Building Inspection.
- Further, because they are Laserfiche Cloud experts, they are able to take advantage of the powerful new features only available in the Laserfiche Cloud, while reducing operational expenses and streamlining solution implementation and support.
- One of the more powerful features that we will be able to take advantage of is Laserfiche Portal. The portal will allow the CSRD to provide read-only access to Laserfiche documents and forms to the public (this will also reduce the number of documents we currently need to host on our website), as well as full access to staff to all documents and forms without the need for VPN tunnels.
- Global Expertise, Local Application: Their team, based in Canada and enriched with global experience, brings a unique combination of local understanding and international best practices. This blend ensures that we are fully equipped to meet Columbia Shuswap Regional Districts specific requirements while introducing globally recognized methodologies. With thousands of users and offices all across Canada, the USA, Australia, and New Zealand, GovernmentFrameworks.com is a global company that can offer responsive 24/7 technical support.
- Ability to integrate with the software and systems the CSRD is already using. This will help bring the majority, if not all, of the tools we have together and increase efficiency. With their team, GFW is able to offer responsive form building options that would otherwise take weeks to build with our current contractor, all included in the pricing package.

Video explaining [FARMER BY GFW](#)

Other Local Governments

Currently, the Fraser Valley Regional District and qathet Regional District are using GFW.

Procurement Considerations

Government Frameworks is in the final stages of signing on with Canoe Procurement, one of the largest public sector buying groups in Canada, of which the CSRD is a member. Canoe Procurement combines their purchasing power of over 5000 public and not-for-profit organizations to get members access to trade-compliant products and services at preferred rates. Generally, local governments are required to conduct open, competitive procurement processes, but this step will not be required if GFW signs on with Canoe Procurement because Canoe Procurement would complete the process.

Financial Considerations

GFW would like a 5 year agreement and has quoted the CSRD \$0 in 2024, will match what we are paying with our current provider in 2025 (~\$150,000), and then a gradual increase in costs until 2028.

NEXT STEPS:

Staff intend to bring forward a Board report to the November 21, 2024 Regular Board Meeting outlining detailed costing and addressing any unanswered questions that arise from the COW.

Report Approval Details

Document Title:	2024-10-16_COW_CS_LFCloud-Filing-Records-Software.docx
Attachments:	
Final Approval Date:	Oct 10, 2024

This report and all of its attachments were approved and signed as outlined below:



John MacLean