

rgp. STREAMLINE 360™



CITY OF TEXAS CITY

Streamline 360 Assessment Readout.

FEBRUARY 2026

Streamline 360 Assessment



Preparing For a Certain Future.

Big changes are on the horizon. The opportunity to centralize and operationalize financial control will offer the ability to operate like never before. But you're also on the verge of transforming your entire financial operation and ERP solution. Deep expertise, strong management, and close partnership is required to prepare and transform Texas City to be ready for the standardization, automation, and financial control that's about to occur.

RGP is a unique partner to support Texas City's journey. We offer the expertise to optimize your financials processes while at the same time offering the skill to strategically improve your efficiency and effectiveness across the business.

...when you're ready to move, move ready!



Flexibility for Your Transformation Journey.

Rather than a “one-size-fits-all” approach, we provide tailor-made support for clients transforming their organization—from incremental improvements through wholesale overhauls.

Need a partner to guide you each step of the way?

Our **subject matter experts** have been there before and know where the landmines are buried. Our program and project managers **manage risk**, identifying conflicts before they impact your project. Our change managers understand that **adoption is the key** to a successful transformation. We build realistic, fact-driven **technology roadmaps** to ensure you **maximize your automation potential**.

Visioning

- Strategy
- Target Operating Model



....we are here

Analysis

- Process Documentation
- Requirement Definition
- Gap Analysis
- **Selection**



Optimization

- Performance Measurement and Improvement
- Alignment with Structured Maturity Assessment Framework



Standardization

- **Implementation**
- Process Standardization
- Data Readiness



Transformation

- **Deployment and Adoption** of New Processes and Systems
- Automation



Major Themes.



- Departments use a mix of stand-alone tools, manual workarounds, and heavy Excel usage.
- There is limited understanding of Munis' full capabilities.
- Process gaps increase the risk of mismanagement and potential fraud.
- The Requisition/PO process is the only universally shared workflow.
- Departmental processes are largely customized, with minimal standardization.
- **Consistent Observations/Feedback**
 - Lack of training
 - No inventory, no Work Order systems
 - Manual, paper-based processes
 - Poor Human Capital Management
 - Fearful/suspicious of fraud
 - Lack of budgeting. Real-time view of financial information
 - Poor expense management
 - Redundancy of data entry
- **Quick Win Opportunities:**
 - Immediate training
 - Expanded use of Munis module functionality
 - Workflow automation to remove the manual.



Problem Statement.

The City of Texas City has made a substantial investment in Tyler's Munis platform; however, several licensed modules are not being fully utilized, leading to operational inefficiencies, compliance risks, and unrealized value. Additionally, the current ERP configuration does not provide the foundational capabilities needed to support effective grant management, asset tracking, and project cost controls—key priorities identified by the City's finance leadership.



Symptoms

- Current environment has multiple stand-alone systems
- Critical work is performed outside the core systems
- Current systems don't provide single source of truth
- Lack of integration causes manual data updates
- Gaps can cause mismanagement and potentially fraud
- Departments operate independently
- Minimal standardization of systems, tools, or processes
- Lack of training
- Skill gaps



Goals

- Improved governance and compliance
- Lower total cost of ownership
- Better integration and efficiency
- Consolidate technology platforms
- Improved governance and compliance
- Data consistency and a single source of truth
- Stronger analytics and reporting
- Scalability and standardization
- Reduce redundant applications
- Standardize business processes
- Decrease costs to support

Assessment Highlights.



90% of all modules owned by Texas City are not implemented

After review with Tyler 13 major functional areas were identified as deficient

14 different applications or tools were identified for functionality already owned in Munis

Implementation and change management will be extremely challenging

A prescriptive approach to selection and implementation is essential for success and should incorporate milestone tracking, clear exit gate criteria, and strong department buy-in

Stakeholder List.



Stakeholder List	Department
Joe Tumbleson	Emergency Management Coordinator And Homeland Security Director
Kim Golden and Team	Chief Engineer
Chief Cravens and Team	Chief Of Police
Chief Harris (Spoke to Assistant Chief Mathew Wyatt and Team)	Fire Chief
Jon Branson	Executive Director Of Management Services
Dedrick Johnson	Mayor, CEO
Jack Haralson	Public Works Dept Head
Nicole Miller	Parks & Recreation Dept Head
Connie Hayley	Court Administration
Patrica Mata and Jennifer Robertson	Benefits/Grants/HUD
Auroa Amaro	Budgeting
Chasity Gurka and Brenda Norwood	Accounts Payable

Risk Snapshot.



Risk Areas	Impact	Likelihood	Comments
Siloed Systems	High	Medium	Fragmented systems and weak enterprise controls have created a decentralized, survival-driven operating model across city departments.
Legacy Infrastructure	High	High	The implementation, adoption, training, and use of Tyler/Munis are ineffective, leading departments to rely on one-off systems and tools to compensate.
Manual Financial Processes	High	High	Reliance on spreadsheets or manual work instead of automation as well as lack of centralized control.
Weak Internal Controls	High	High	Insufficient checks to prevent errors, fraud, or misuse.
Lack of Governance and Oversight	High	High	Decentralized control that leads to unclear decision-making authority and accountability.
Fragmented Technology	High	High	Multiple disconnected tools and systems performing similar functions.
Poor Cost Transparency	High	High	Limited visibility into where and how money is spent.
Poor Data Management	High	High	Legacy structures and processes prevent centralized and controlled data governance, management, and quality, resulting in fragmented and inconsistent data and reporting.
Interagency Coordination	High	Medium	Challenges in collaborating and sharing information across agencies that rely on one another for services, decision-making, and systems.
Legal and Compliance Risk	High	Medium	The absence of centralized compliance for contracts, financial controls, and grant management increases the risk of fraud and mismanagement.
High Cyber Risk	High	Medium	Heightened exposure to cyber threats and data breaches.
Budget Pressure vs Rising Demand	High	Medium	Escalating costs for equipment, healthcare, and pensions, combined with budget constraints, increase financial risk and reduce fiscal control.

Point Solutions.



Risk Areas	Comments
MyGovernmentOnline	A suite of online tools that helps governments manage various citizen services, primarily focusing on permitting, planning, and zoning. It allows users to apply for permits, submit documents, track application status, and pay fees online.
TimeClock Plus	A cloud-based workforce management software that helps businesses track employee time and attendance, manage schedules, and streamline payroll.
FirstDue	Provides an all-in-one, cloud-based software solution for fire and EMS agencies, consolidating many operational tasks into a single platform. It helps agencies manage everything from electronic patient care reports (ePCR) and incident reporting to scheduling, asset and inventory management, pre-incident planning, and training.
BenefitConnector	Streamlines the management of employee benefits by automating tasks like enrollment, payments, and data updates. It serves as an online platform for employers and employees to manage health insurance, deductions, and life event changes, and often integrates with payroll systems to increase accuracy and reduce manual work.
FleetComplete	A telematics-based fleet management solution that helps businesses monitor and manage their vehicles and assets to improve efficiency, safety, and compliance.
Asset Essentials	Asset Essentials is a cloud-based software that helps organizations manage and maintain assets and facilities.
Human Capital Management	HR Management, Payroll, Employee Self-Service, Talent Management, Reporting and Compliance, and Integration.
Premier One by Motorola	Citation issue, record service calls, tracking for vehicle assets, and CAD.
Grants Management	Several systems are used for Grants Management, some are manual, Excel-based.
ArmourLink	Assets mgt. for serialized assets. Also used tracking non-serialized assets: badges, shirts, ammo, etc.
AXON	Cameras, video equipment, body cameras, etc.
PowerPolicy	Policy Management - send policies to employees for signature, etc. It uses AdobeSign.

Focus Areas.



Following a detailed functionality review with Tyler Technologies, the following Munis modules were identified for further investigation to assess their feasibility for enterprise-wide or multi-department use.

FOCUS Areas



HR Suite

- Recruiting
- Employee Expense Reimbursement
- Payroll
- Employee Access and Talent Management



Utility Billing

- SmartMeter
- Utility Billing Solution
- Collections and Billings
- Account Setup and Management
- Work Order Tracking



Revenue Management

- Billing and Collections
- Payment Processing
- Cashiering



Payments

- Revenue Capture & Collection
- Payments Enterprise Portal
- Security & Compliance
- Payment Insights Portal



Inventory

- Mobile inventory Management
- Integration
- Bar code scanning



Bank Reconciliation

- Reconcile bank statements
- Integrations



Contracts

- Centralized database
- Full Munis integration (PO, GL, AP)
- Multi-year capability
- Subcontractor tracking
- Fund encumbrance



GIS Functionality

- GIS-Based Permitting and Licensing
- GIS Intelligence and Visualizations
- Optimize Workflow Management



Secure Signature

- Check security
- Signature authorization
- Key fob access
- Check Printing



Grants and Grant Accounting

- Multi-year tracking
- Full lifecycle support
- Financial tracking, Reporting
- Compliance



Document Management

- Automated indexing
- Workflows Management
- OCR
- Controls and Audit



Work Orders

- Field execution
- Integration to mobile app
- Reporting



Fixed Assets

- BMI Asset Track Interface
- BMI-Fixed Asset Scanner
- Capital Assets



Challenges and Complexity Drivers.



PROCESSES

- **Services & operational business diversity** – Diverse City services and operational environments.
- **Heterogenous departments and entities with very different services** – Difficulties managing entities of various sizes and types.
- **Diverse regulatory and compliance requirements** – Variability in compliance requirements across different City service lines..
- **Need to improve speed to insight** – Texas City has the need to accelerate financial control to provide the Management with more actionable information
- **Texas City has the need to automate and reduce manual processes** – Reliance on spreadsheets and manual activities has proliferated and needs to be centrally controlled.
- **Elimination of duplicative applications.** – Texas City will have enormous financial payback once the duplication and proliferation of redundant applications is removed.



SYSTEMS

- **Centralization of financial control** –Texas City requires centralized control of functions performed in many varying service lines and functionalities.
- **Infrastructure and integration** – Challenges with under-performing applications and network infrastructure impacting departments.
- **COA standardization** – Challenges with maintaining and integrating different charts of accounts across disparate legacy systems.
- **Non-standardized tax technologies** across jurisdictions result in multiple working methods and increased costs for direct and indirect tax.
- **Discontinuation of the duplicative applications** – will eliminate all the manual, non-standard, and one-off processes



ORGANIZATION

- **Segregation of duties and User access management** – Organizational challenges related to defining roles, responsibilities, and managing user access.
- **Departments act out of survival** – departments must meet budgetary and operational guidelines however they can, often with herculean human effort.
- **Departments often have an “administrative” resources** - interacting with Munis and other systems in an effort to function but many aren’t trained and are not aware of policies, SoPs, etc.
- **Not standardized segregation of roles across business** - that may result in unclear responsibilities and overlapping duties



DATA

- **Inconsistent data management** – Issues with maintaining consistent data and managing VAT and other tax-related information.
- **Data Sovereignty, Data Privacy and Security** – Challenges related to data management requirements, privacy, and security
- **Master data issues** – Duplicities in master data drive to inefficient resource optimization and risk management
- **Data security and compliance** – Concerns about protecting data and ensuring compliance with relevant regulations. regions.
- **Multiple scattered data sources** for the departments leads to poor reporting that hard to reconcile and even validate.
- **Lack of data availability and manual effort** for entering transactions, tracking activities, FEMA reporting, etc..



REPORTING

- **Lack of centralized Control** – with no enterprise-wide reporting it is impossible to put polices, procedures, governance, etc. in place information.
- **Ability to measure performance** – Lack of enterprise-wide performance standards because they can’t be implemented or tracked and adhered to here or measured
- **Budgeting & Forecasting** – most departments voiced major concerns about the lack of budgeting & forecasts built on wrong numbers, creating a loss of trust
- **No single source of truth** - Endless reconciliation meetings, people not agreeing causing delays in decision-making
- **Operational inefficiency** – Without good reporting you get overstocking or stockouts, excess head count, underutilized assets, duplicate vendors, duplicate software licenses, duplicate staff doing the same work

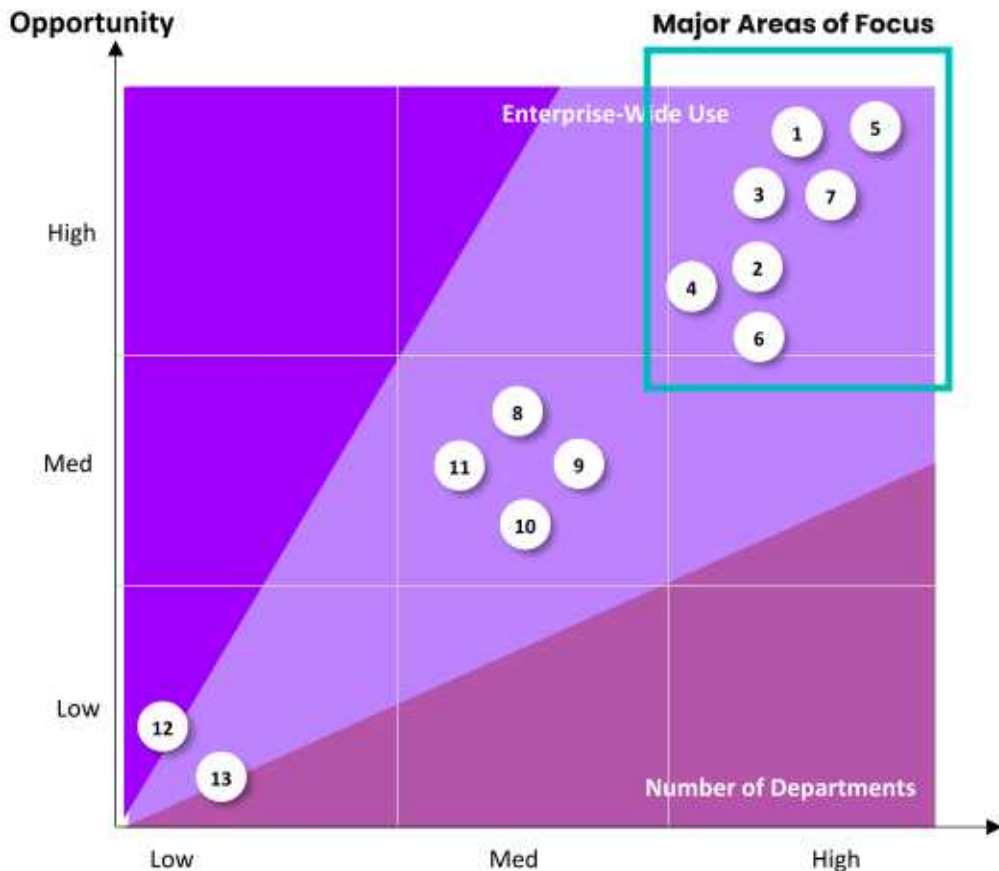
Business Case.



Value Realization Heat Map.



Process improvement initiatives should target areas with the greatest benefit, while managing resources to minimize required effort



- Enterprise-Wide**
- 1) Financials (AP/AR/GL/FA)
 - 2) Time Clock/Keeping
 - 3) Benefits Management
 - 4) Asset Management
 - 5) HCM
 - 6) Grants Management
 - 7) Policy Management

- Multiple Departments**
- 8) Residential Engagement
 - 9) Community Development and Permitting & Licensing
 - 10) ePCR & incident reporting. Scheduling, asset and inventory mgt. and pre-incident planning
 - 11) Advanced Inventory: Barcode / RFID support, support for "Assets Mobile" / "Inventory Mobile"

- Single Department Only**
- 12) Citation issue, record service calls, CAD
 - 13) Cameras, video equipment, body camera

- Enterprise-Wide**
- 1) Financials (AP/AR/GL)
 - 2) TimeClock Plus
 - 3) BenefitConnector
 - 4) Asset Essentials
 - 5) HCM
 - 6) Grants Management
 - 7) PowerPolicy

- Multiple Departments**
- 8) eCivics
 - 9) MyGovernmentOnline
 - 10) FirstDue
 - 11) ArmourLink

- Single Department Only**
- 12) Premier One by Motorola
 - 13) AXON

Future Roadmap.



Optimize

Optimize solutions once stable, enterprise-wide reporting, KPIs, and constant-improvement.

Implement Solution

Design, build, test, and go-live.

Selection Process

- Identify full-scale of Tyler module usability, enterprise-wide requirements, vendor self-assessments, demos, and selection.
- Determine IF implementing a true ERP and keeping BoB(s) is feasible?

Choose Best Option

- Re-implement and optimize Tyler.
- Best-of Breed (BoB) Option – keep some Point Solutions and rollout as much Tyler functionality as possible.
- Maintain current Application Base, increase training, optimize Tyler, and keep certain BoB applications.
- Implement true ERP for enterprise functionality and keep some Tyler and BoB applications.

Assessment

Quick Wins, Risk Snapshot, Challenges and Complexity Drivers, and Roadmap.

