

Position Paper for Agenda Item

To: Cumberland County Board of Commissioners
From: Aaron Gilpatric, Director of Information Technology
Date: June 15, 2026
Subject: Tyler Technologies SaaS Agreement

Requested Action or Motion

Authorize the County Manager to sign the Tyler Technologies Software As A Service Agreement for the “Munis” program.

Background and Purpose of Request

SaaS is a term used to describe software being stored and accessed “in the cloud”. These are state of the art datacenters meeting the highest degree of security and compliance, disaster recovery, and business continuity. SaaS offerings shift the burden of system administration, software patching, cyber security hardening, and hardware costs from in house IT staff to the software vendor.

Cumberland County purchased the Munis program for Financial and Human Resources tracking from Tyler Technologies in the early 2000’s. Each year the County pays Tyler Technologies a software maintenance fee that covers technical support, software patches, and upgrades to the server housed onsite by the County’s IT Department.

Tyler Technologies has announced their end of support for on-premises software installations and will be only supporting their Software As A Service product offerings.

By transitioning from a traditional on-premises software deployment to a managed SaaS model, Cumberland County will modernize its technological infrastructure, significantly enhance data security, ensure robust business continuity, and establish predictable long-term IT operational costs. This transition aligns with industry best practices and mitigates the substantial risks and resource burdens associated with locally hosting critical enterprise systems.

Funding Amount and Source

Funds to cover the yearly SaaS offering have been allocated in the FY27 budget. SaaS fees for year one will be \$89,370 with a 5% yearly increase for following years. A one-time implementation fee of \$5,000 is required, bringing year one total to \$94,370.

Effective Date

Immediately