The City of Boynton Beach

MEMORANDUM

TO: Lori LaVerriere, City Manager

THRU: Tim Howard, Assistant City Manager – Administrative Services

FROM: Julie Oldbury, Director of Human Resources and Risk Management *JO*

DATE: March 30, 2017

RE: Purchase of Employee/Labor Relations Software

In order to improve and streamline the collaboration, documentation, organization, reporting, and tracking of employment-related cases, interactions, and investigations regarding discipline, grievances, arbitrations, and EEO complaints, Human Resources has researched and selected a cloud-based software that address our specific operational needs.

After thorough research, three software programs were identified and reviewed. Upon completing the reviews of these three programs, only one (LaborSoft) addressed the precise needs of our department. LaborSoft is built on a platform that addresses the unique employment-related matters of a unionized environment, and their customer base targets industries such as healthcare, transit, education, and utilities.

After extensive research, I was able to identify only two other similar, yet not identical, programs. HRAcuity and i-Sight are two other programs that were reviewed. One of the significant drawbacks of HRAcuity is the inability for the user to perform any customization to fields or resource data on the user end. Any changes would require that the user e-mail an account representative to perform the basic change. This requirement would significantly impact our ability to use the software to our fullest intention given the volume of our work, and it would hamper our ability to fully use the system while waiting for the changes to be made. Conversely, one of the significant drawbacks of i-Sight is that the user has to customize almost every aspect of the program. This level of customization is arduous and would result in the user, primarily me, spending eighty to one hundred twenty (80-120) hours configuring the system. In addition to the customization drawbacks, neither HRAcuity nor i-Sight seamlessly addressed the operational needs to which I endeavored to find a solution.

For these reasons, I consider LaborSoft a sole source in providing a comprehensive software solution for the current needs of the Human Resources Department.

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