Enterprise System Inventory

Vendor	Product	Purpose	Data Types / Categories	Custodian Department	Data Collection Frequency	Data Update Frequency
Goto	PBX	Cloud-based phone system (VoIP)	Phone extensions, direct numbers, text/call logs.	IT	Daily	As Needed
Tyler Technologies	New World ERP	Integrated suite of enterprise resource planning (ERP) that includes financial management, human resources, and community development.	Accounting, budgeting, vendor information, payment history, employee data, payroll, benefits, permitting, code enforcement, planning, and inspections.	IT	Daily	As Needed
Microsoft	Microsoft 365	Productivity tools, Word, Excel, PowerPoint, Outlook, OneNote, OneDrive, SharePoint, Teams, and Exchange (cloud-based email)	Email, Microsoft Teams, and the collaborative data in SharePoint and OneDrive.	IT	Daily	As Needed
My REC	My REC	Cloud-Based recreation participant registration and facility reservation platform.	Participant name, address, email. Facility details and schedules; Registration and activity participation history; Payment activity.	Parks & Recreation	Daily	As Needed
Laserfiche	ECM	Enterprise content management (ECM) and business process automation that captures, stores, and organizes information in a digital format.	Legislative Records – ordinances, resolutions, agendas, minutes, staff reports for all boards and commissions, building records, and financial invoices.	IT	As Needed	As Needed

Enterprise System Inventory

ESRI	ArcGIS Enterprise	Geographic information systems which stores spatial and descriptive data about the city.	Land base information (parcel, APN, property owner), streets, addresses; Planning information; Owner Associations; Parks and public facilities; points of interest; topographic information accounting transactions, vendor information and payment history	Public Works	Daily	As Needed
NeoGov	Insight / OHC	Used to enhance organizational performance, employee engagement, and overall workforce management	Job Application portal, applicant tracking system, hiring analytics, and reporting.	Human Resources	As Needed	As Needed
3Di	311 system, Online Permitting, and Bill Pay.	This online system is an integrated platform that streamlines communication between residents and Pico Rivera City Hall. It enables easy access to city services such as service requests, online permitting, and bill pay.	Citizen service requests, reports, performance analytics, permitting, and resident payment data.	IT / Public Works	As Needed	As Needed

| BlueBeam | Revu | Bluebeam Revu is a powerful software designed for creating, editing, marking up, and collaborating on PDF documents. | Building, planning, and permitting data. | Public Works / Community and Economic Development | As Needed | As Needed |

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