

**Ontario Enterprise Systems**

<b>Product</b>	<b>Vendor</b>	<b>System Purpose</b>	<b>Categories, Layers, or Modules</b>	<b>Custodian</b>	<b>Collection Frequency</b>	<b>Update Frequency</b>
ArcGIS Suite	Esri	Geographic Information System (GIS)	ArcGIS Server, ArcGIS SDE, ArcGIS Desktop, ArcGIS Online, ArcGIS Portal	Information Technology	As Needed	As Needed
CatalogIt	CatalogIt	Collection Management System	Collection	Museum	Daily	Daily
CityView	Municipal Software	Enforcing Municipal Code Regulations	Community Improvement	Community Development	Daily	Daily
Cityworks	Azteca Systems	Maintenance Management for City Assets	Service Requests, Work Orders	Public Works	Daily	Daily
Infinity CIS	Advanced Utility Systems	Customer Information System for Water Utility and Trash	Customer Information System	Municipal Utilities Company	Daily	Daily
DaySmart Appointments	DaySmart	Appointment Scheduling Software	Appointment Scheduling Software	City Wide	Daily	Daily
DocuSign	DocuSign	Digital Signature Platform	Digital Signature Platform	Citywide	Daily	Daily
Drupal	Interpersonal Frequency	Content Management System for Internet & Intranet	Web Site	Management Services	Daily	Daily
Envisio	Envisio	Agency Strategic Objective Tracker	Agency Strategic Objective Tracker	Management Services/ Information Technology	As Needed	As Needed
GovQA	Granicus	City Council Agenda	Submitting and tracking pubic records requests / Council Correspondence	Management Services	Daily	Daily
HDL	HDL Companies	Business License Application	Business License	Finance Department	Daily	Daily
Image Trend Rescue Bridge	Image Trend	Fire Records Management Systems	Fire Records Management Systems	Fire Department	Daily	Daily
IVR	Paymentus	Integrate Voice Response System for Water Billing	Utility Billing	Municipal Utilities Company	Daily	Daily
IWR	AUS	Integrate Web Response System for Water Billing	Utility Billing	Municipal Utilities Company	Daily	Daily
Land Management	Accela	Planning, Permitting & Inspections	Permit System	Building / Planning / Engineering / OMUC/ Information Technology	Daily	Daily
Laserfiche	Laserfiche	Document Management System	Document Management	City Clerk	Daily	Daily
Library PC Reservation & Patron Copy Print Solution	Pharos	Public Computer Reservation & Patron Copy / Print Solution	Public Computer Reservation & Patron Copy / Print Solution	Library / Information Technology	Daily	Daily

Microsoft 365	Microsoft	Email and Collaboration Applications	Outlook, Sharepoint, Teams, Stream, Forms, Planner	Information Technology	Daily	Daily
My Ontario APP	RattleTech	Citizen Request Management System	Mobile App	Information Technology	Daily	Daily
Neogov	Neogov	Online Applicant System	Applicant Tracking	Human Resources	Daily	Daily
OKTA	OKTA	Single Sign On	Identity for the Internet	Citywide	Daily	Daily
Peak Agenda	Granicus	City Council Agenda	Public Computer Reservation & Patron Copy / Print Solution	Management Services	Daily	Daily
PlanetBids	PlanetBids, Inc	Online Bid Distribution Software	Online Bid Distribution Software	Purchasing	Daily	Daily
Polaris ILS	Innovative Interfaces Inc.	Library Catalog System	Library Catalog System	Library / Information Technology	Daily	Daily
Qualtrics XM	Qualtrics	Survey Data Collection	Employee Engagement Survey, Public survey	Management Services	As Needed	As Needed
Routeware	Routeware	Solid Waste Routing Software	Solid Waste Routing Software	Integrated Waste	Daily	Daily
Rec 1	Civic Plus	Recreation Software	Recreation Software	Parks & Recreation	Daily	Daily
Seamless Docs	GovOS	Digital Signature Platform	Digital Signature Platform	Citywide	Daily	Daily
ServiceLink	ServiceLink	Field Service Management	Mobile Field Service Management	Information Technology/ Municipal Utilities Company/Public Works	Daily	Daily
ServiceNow	ServiceNow	Helpdesk Ticketing System	Incidents, Demands, Requests	Information Technology	Daily	Daily
Sisense	Sisense	Business Intelligence & Dashboard	Business Intelligence & Dashboard	Information Technology / Innovation Performance and Audit	Daily	Daily
Telestaff	UKG	Workforce Management	Fire	Fire Department, Human Resources	Daily	Daily
Teller	CAN/AM Technology	Cashiering System	Cashiering	Information Technology / Finance	Daily	Daily
Veeam	Veeam	Backup and Recovery Solution	Backup and Recovery Solution	Information Technology	Daily	Daily
Workday	Workday	Human Resources System / Payroll	Human Resources	Human Resources	Daily	Daily

Workday	Workday	Financial System	Financial System	Finance Department	Daily	Daily
Workday	Workday	Workforce Management & Time Keeping System	Time Keeping	Human Resources / Information Technology	Daily	Daily