



# How to Solicit and Implement a New Rec Management System

A modern recreation management software solution can significantly improve your parks and recreation operations — but only if you choose the right one and implement it successfully.



## What is Recreation Management Software?

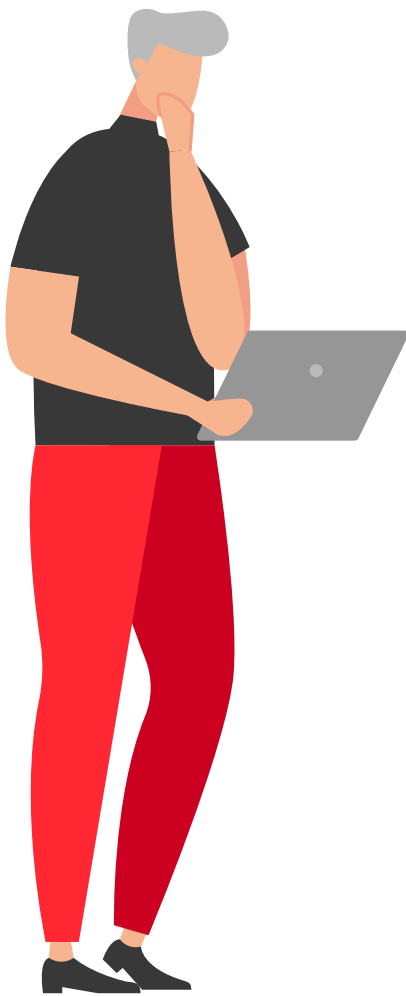
Parks and rec software integrates all your complex and demanding community management functions into one easy-to-use program, including:

- Activities
- Facilities
- Rentals
- Memberships



# Must-Have Features

Don't settle for a solution that doesn't offer these must-have features:



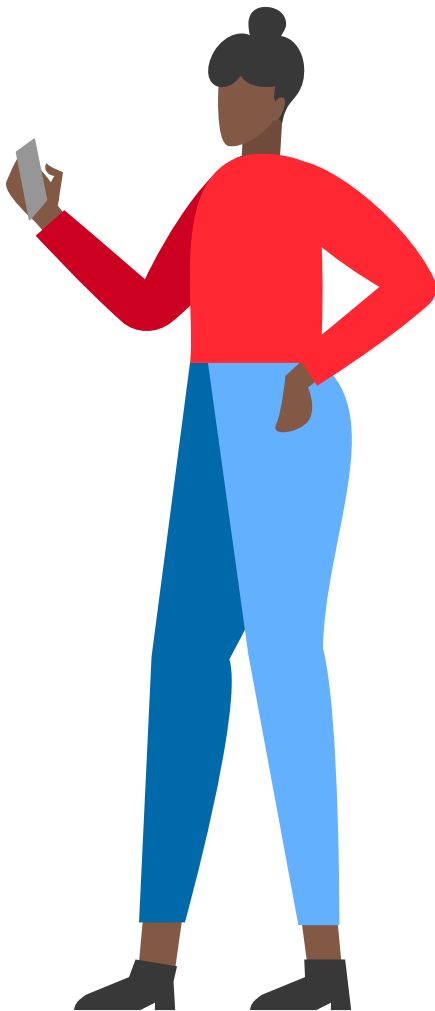
- Public Sector Design.**  
Choose a solution built for the unique needs of cities and counties. Avoid trying to manipulate a private sector tool to work for your community.
- Data Import Functionality.**  
A solution expert from the company should help you decide what data to migrate over and when to start fresh.
- Cloud-Based Hosting.**  
With teams working remotely, in the field, and from events and facilities, a cloud-based system is a must.
- An Easy-to-Use Interface.**  
If your administrators and your users can't easily navigate the solution, they won't use it.
- Custom Capabilities.**  
Inflexible systems don't keep pace with the evolving needs of local government. Choose a partner that offers custom coding.
- Hardware Agnostic Software.**  
Avoid systems that only work with proprietary hardware. Limited options can result in major limitations.



ADDITIONAL

# Must-Have Features

Don't settle for a solution that doesn't offer these must-have features:



### Compatibility with Multiple Browsers.

This requirement applies to both the administrative interface and the user interface.



### Hosting.

At a time when cybercrime is on the rise, local governments shouldn't risk a data breach or spend resources on self-hosting complex solutions.



### Mobile Optimized.

It's not 2006 anymore. Enough said.



### Insightful Reporting.

Look for both standard and custom options that give you and your accounting team the information you need to make informed decisions.



### Training.

Don't let anyone sell you a solution and walk away. Pre-launch virtual or on-site training for you and your staff is non-negotiable.



### Integration with Third-Party Systems.

The most critical of these are your payment gateway and your billing system. Your accounting team will thank you. Trust us.



# How to Ensure You Choose the **Right** Solution



- ✓ Check References.**  
If a vendor can't provide you with the names of three to five satisfied customers, it's a red flag.
- ✓ See it in Action.**  
Ask for product demonstrations, even before you put your solution out to bid so that you know what features are available on the market.
- ✓ Talk to Your Neighbors.**  
Contact neighboring communities and ask what they have done to be successful in their parks and rec software implementations. There is no need to blaze a trail when you can learn from others' success.
- ✓ Read Reviews.**  
Software rating websites like Capterra can help you quickly assess which solution options have earned the highest praise.

## Possible Road Blocks

- ✓ The Overpromise.**  
Watch out for sales representatives that overpromise. They may disappoint you by underdelivering.
- ✓ The Long Lead Time.**  
A reasonable implementation timetable is three to six months, not one to two years.
- ✓ No Dedicated Product Manager.**  
Any reputable solution provider should steward your implementation with a dedicated product manager as the project leader.



# Why Cities and Counties Choose the CivicPlus® Recreation Management System

We provide parks and recreation software that can help centralize all of your department's operations. With CivicPlus, you benefit from:

Our exclusive commitment to local government

Scalable solutions

Modern and intuitive design

Built-in modules for managing core parks and  
rec functions

Convenient third-party-integrations

Custom solutions

Strategic implementation, training, and consulting

Accessible technical support staff

Online payment capabilities using CivicPlus Pay

Accessibility remediation integrations

To learn more about CivicRec, visit [civicplus.com/civicrec](https://civicplus.com/civicrec).