

LOUISIANA USED MOTOR VEHICLE COMMISSION  
STATE OF LOUISIANA

REGULAR MEETING  
SEPTEMBER 19, 2016  
BEGINNING AT 9:30 A.M.

3132 VALLEY CREEK  
BATON ROUGE, LOUISIANA

REPORTED BY:  
BETTY D. GLISSMAN, CCR

1 APPEARANCES:

2

3 CHAIRMAN:

MR. JOHN POTEET

4

5 COMMISSIONERS PRESENT:

6

MR. TONY CORMIER

7

MR. RON DUPLESSIS

8

MR. GEORGE FLOYD

9

MR. JIMMY GRANGER

10

MR. STEPHEN OLAVE

11

MR. HENRY "DARTY" SMITH

12

MR. DINO TAYLOR

13

MR. RICHARD WATTS

14

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REPRESENTING THE LOUISIANA USED MOTOR

18

VEHICLE COMMISSION:

19

20

ROBERT W. HALLACK, ESQUIRE

HALLACK LAW OFFICE

21

13007 JUSTICE AVENUE

BATON ROUGE, LOUISIANA 70816

22

23

SHERI MORRIS, ESQUIRE

ROEDEL, PARSONS, KOCH, BLACHE,

BALHOFF & McCOLLISTER

24

8440 JEFFERSON HIGHWAY, SUITE 301

BATON ROUGE, LOUISIANA 70809

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ALSO PRESENT:

- MS. KIM BARON
- MR. DEREK PARNELL
- MS. MONA ANDERSON
- MS. TONYA BURKS
- MS. STACY GAUDIN (BY PHONE)
- MR. PERRY ESPONGE
- MR. DWAYNE TAMBLING
- MR. BRIAN BENNETT (BY PHONE)

1 (Pledge of Allegiance.)

2 MR. POTEET:

3 Kim, roll call, please.

4 MS. BARON:

5 John Poteet?

6 MR. POTEET:

7 Here.

8 MS. BARON:

9 Dino Taylor?

10 MR. TAYLOR:

11 (No response.)

12 MS. BARON:

13 Tony Cormier?

14 MR. CORMIER:

15 Here.

16 MS. BARON:

17 Ron Duplessis?

18 MR. DUPLESSIS:

19 Here.

20 MS. BARON:

21 George Floyd?

22 MR. FLOYD:

23 Here.

24 MS. BARON:

25 Jimmy Granger?

1 MR. GRANGER:

2 Here.

3 MS. BARON:

4 Darty Smith?

5 MR. SMITH:

6 Here.

7 MS. BARON:

8 Steve Olave?

9 MR. OLAVE:

10 Here.

11 MS. BARON:

12 Ricky Donnell?

13 MR. DONNELL:

14 (No response.)

15 MS. BARON:

16 Richard Watts?

17 MR. WATTS:

18 Here.

19 MS. BARON:

20 Mr. Chairman, we have a quorum.

21 MR. POTEET:

22 Thank you, Kim. All right. The first

23 thing on our agenda is -- well, the next thing on

24 our agenda is swearing new Commissioner James

25 Granger. Derek, we're going to call him Jimmy. So

1 Jimmy has to have an oath of office right now. So I  
2 guess we can do that. Can we do that?

3 MR. HALLACK:

4 Sure. You got it, Kim?

5 MS. BARON:

6 I had it last month, but I don't have it  
7 this month. He doesn't need to be sworn in since he  
8 sent it in.

9 MS. MORRIS:

10 We can defer.

11 MR. POTEET:

12 Mr. Granger has already been sworn in and  
13 he is an official member of our Commission.  
14 Welcome.

15 MR. GRANGER:

16 Thank you. Good to be here.

17 MR. POTEET:

18 Anyone here for public comments today?

19 MS. BARON:

20 Not today.

21 MR. POTEET:

22 Everyone, hopefully, has had a chance to  
23 look at the minutes of the last meeting, which was  
24 in July. Obviously, we didn't have a meeting in  
25 August because of the horrific flooding. I would

1 have a motion to approve.

2 MR. SMITH:

3 I make a motion.

4 MR. POTEET:

5 Darty.

6 Second?

7 MR. CORMIER:

8 Second.

9 MR. POTEET:

10 Second from Tony.

11 All in favor, say, "Aye."

12 (All "Aye" responses.)

13 MR. POTEET:

14 Any opposed?

15 (No response.)

16 MR. POTEET:

17 The motion carries.

18 All right. Items for discussion, we've  
19 got quite a few today. The first thing is -- I  
20 guess it would be Derek to take it over here or how  
21 are we doing this?

22 MR. PARNELL:

23 All right. Well, Commissioners, you  
24 know, we've been discussing for several occasions --  
25 several years actually lately the need for the

1 Commission to move our licensing software to a  
2 completely different direction. We need some more  
3 productivity, so we can actually grow and move  
4 forward with this agency being more efficient. Our  
5 current software solution does not give us that, you  
6 know. So we've been kind of struggling. It's too  
7 many to work arounds. It's too many different ways  
8 that we have to try to make it work for us. What  
9 we've been doing lately as -- a couple of years ago,  
10 we started the process of looking at different  
11 software solutions.

12 We basically narrowed it down, in our  
13 belief, to the software solution that will allow us  
14 to do what we want to do moving forward. It's  
15 compatible with other software that we can actually  
16 use it and move forward. I don't know -- it's a  
17 little early now, but it's 9:45 he is supposed to be  
18 on.

19 MS. BARON:

20 It's going to be on phone.

21 MR. POTEET:

22 So we will come back to this, yes.

23 MS. BARON:

24 We tried to put it on there, because we  
25 weren't sure, you know, how long it would take for



1 everything. So we wanted to do him first, but we  
2 can go ahead.

3 MR. POTEET:

4 Let's go ahead and move on to the  
5 financial reports. Mona usually takes about 10  
6 minutes.

7 MS. ANDERSON:

8 Okay. So if you'll turn in your packet,  
9 we're reviewing the July and August financials since  
10 we didn't have a Commission meeting last month. In  
11 the packet, there is a July financial statement for  
12 the month ending July 31st. The operating account  
13 balance on the statement of net position on the  
14 first page was \$1,098,898 and that was up about --  
15 I'm sorry, it was an approximate \$50,000 decrease  
16 from the prior month. The fines receivable was  
17 \$196,083. All the other assets were the same.

18 Under the liability section, the claim  
19 against bonds payable was \$1,440 and that represents  
20 money that's owed to the Office of Motor Vehicles  
21 and to consumers. The payroll related liabilities  
22 for taxes and benefits was \$30,919.

23 On the following page, the long-term  
24 liabilities include the 2017 revenue, which was  
25 \$262,530. The -- those deferred inflows are

1 liabilities until such time that the fees are fully  
2 earned, which will be January 1st of 2017. The OPEB  
3 liability, which is other post-employment  
4 liabilities, increased to \$766,318 after the audit  
5 accrual. We have begun the audit and we did make  
6 some entries under the liabilities section. The  
7 compensated absences were roughly \$32,000 and the  
8 net pension liability went up. Net pension  
9 liability is the agents' -- agency's portion of the  
10 difference between the total pension liability and  
11 the fair market value of the retirement plan assets.  
12 The deferred inflows related to pensions that you  
13 see on there are the combination of the actuarial  
14 and the actual figures of the contributions. The  
15 net of those figures increased significantly with  
16 the audit accrual. We have to go through that  
17 procedure every year. It increased to \$3,888,465  
18 total liabilities.

19 On the following page, the statement of  
20 revenues, expenses, and changes in net position, the  
21 month-to-date and year-to-date revenue at the bottom  
22 of the first page was \$61,835, which is down  
23 significantly, because this was the end of our  
24 renewal season. However, the revenues were higher  
25 than last year. The salaries and related benefit

1 expenses on the next page were slightly lower than  
2 last year and the remainder of the expenses were the  
3 same. The unaudited -- on the last page, the  
4 unaudited change in net position was \$15,160.

5 On the following two pages, the revenues  
6 and expenditure comparison shows a comparison  
7 month-to-month from last year. And if you'll note  
8 in that left-hand net position column, you can see  
9 where we accrued the net pension liability resulting  
10 in that large negative amount. The following page  
11 is a chart of those figures and you can see the drop  
12 in the revenue because of the -- a drop in the net  
13 position because of the net pension liability.

14 On the following page, the fee revenue is  
15 shown there in a pie chart. We don't have much in  
16 the way of licensees at this time of the year.

17 On the following page, the accounts  
18 receivable -- I'm sorry, the certificate of deposit  
19 summary, there were no changes during July on that  
20 report. And on the last page of the July report,  
21 the accounts receivable hearing fines, we increased  
22 them \$9,600. We assessed fines and we collected  
23 around \$9,700. The final balance was \$196,083.

24 In your binders on the front -- in the  
25 front pocket, you have a related party questionnaire

1 that's required of all Commissioners and the  
2 Director for our audit purposes. So if you could  
3 fill that out, you can seal it up in the envelope to  
4 our auditor and either mail it back to us or leave  
5 it before you leave today.

6 Moving on, the financial statements for  
7 the month of August --

8 MR. POTEET:

9 Should we get an approval for July? I  
10 think we should. Does anybody have any questions  
11 about July?

12 (No response.)

13 MR. POTEET:

14 No. How about -- Steve.

15 MR. OLAVE:

16 I make a motion that we accept it.

17 MR. SMITH:

18 Second.

19 MR. POTEET:

20 Second from Darty.

21 All in favor, say, "Aye."

22 (All "Aye" responses.)

23 MR. POTEET:

24 Any opposed?

25 (No response.)

1 MR. POTEET:

2 Okay. So July is approved.

3 Okay. Mona.

4 MS. ANDERSON:

5 Okay. Moving on to August, the operating  
6 account balance was \$1,854,518, which again was a  
7 decrease, because we have few fees coming in. Fines  
8 were approximately \$40,000 increase. We had one  
9 large fine from the last meeting. All other assets  
10 are the same. Under the liabilities, the escrow  
11 fines were approximately \$8,000. Payroll related  
12 liabilities for taxes and benefits were about the  
13 same.

14 On the second page, the long-term  
15 liabilities increased only slightly again, because  
16 we have few fees coming in at this point. The total  
17 liabilities and inflows were \$4,200,000, leaving us  
18 with a negative net position of \$326,000. Moving on  
19 to the statement of revenues, expenses, and changes  
20 in net position, at the bottom of the first page,  
21 the year-to-date revenue was \$142,500 compared to  
22 \$130,000 last year.

23 On the second page, again the salaries  
24 and related benefits were about the same and the  
25 reminder of the expenses were a little lower than

1 the previous year. On the last page, the change --  
2 the unaudited change in net position was \$11,813.  
3 And, again, we have the revenue and expenditures  
4 comparison month-to-month. We're recovering a  
5 little bit from that accrual in June and the graph  
6 reflects the same recovery.

7 On the certificate of deposit summary  
8 report -- I'm sorry, after that is the fee revenue  
9 and you can see we're about split even on auctions  
10 and fines. On the certificate of deposit report,  
11 the only change in August was that we -- the  
12 Business -- two of the Business First certificates  
13 matured and we got a one time increase in interest  
14 to 1.15 percent from -- it was previously .35  
15 percent.

16 On the following page, the accounts  
17 receivable hearing fines, we didn't have -- since we  
18 didn't have an August meeting, there were no  
19 approved fines. We collected a small monthly  
20 payment of \$166 for a total of \$236,683.

21 And unless there are any questions, that  
22 concludes my report, Mr. Chairman.

23 MR. POTEET:

24 Does anybody have any questions?

25 (No response.)

1 MR. POTEET:

2 All right. I'll entertain a motion to  
3 accept.

4 MR. SMITH:

5 I make a motion.

6 MR. POTEET:

7 Darty.

8 Second? We need a second.

9 MR. OLAVE:

10 Second.

11 MR. POTEET:

12 Steve.

13 All in favor, say, "Aye.")

14 (All "Aye" responses.)

15 MR. POTEET:

16 Any opposed?

17 (No response.)

18 MR. POTEET:

19 All right. Mona, that was fairly  
20 painless, wasn't it?

21 MS. ANDERSON:

22 Thank you.

23 MS. POTEET:

24 Okay. Do you think our phone call is  
25 ready?

1 MS. BARON:

2 If you look right behind your agenda, the  
3 information he's going to be referring to is --  
4 there's a packet right behind your agenda that will  
5 be for this.

6 MR. BENNETT:

7 Hello.

8 MR. PARNELL:

9 Hey, Brian.

10 MR. BENNETT:

11 Yes.

12 MR. PARNELL:

13 Hey, Brian, how are you doing? This is

14 --

15 MR. BENNETT:

16 I am doing great for a Monday morning.

17 Yourself?

18 MR. PARNELL:

19 I'm doing wonderful. We're here with all  
20 our Commissioners. So whenever you're ready, you  
21 can go ahead and get started.

22 MR. BENNETT:

23 Okay. Well, great, let me get rolling  
24 here. I'm glad everybody made it and I definitely  
25 appreciate everyone's time today to really basically



1 go over a just quick overview of GL Solutions and  
2 what we plan to do to help the Commission out. So  
3 with that said, can everyone see the screen okay?

4 MR. POTEET:

5 Yes, sir.

6 MR. BENNETT:

7 Okay. Great. And, obviously, we can  
8 hear each other, so that's great. So with that  
9 said, I will get started here. Basically, I wanted  
10 to just provide a very high level overview of who GL  
11 Solutions is. GL does stand for Government  
12 Licensing in our name and the licensing isn't just  
13 the only thing we do in helping agencies like you  
14 out with, whether it's permitting or certifications  
15 or enforcement activity, really just a lot of  
16 government regulation and all the activities that  
17 every agency we serve conducts. We help and part of  
18 it started with our co-founders here, Bill Bailey  
19 and -- Bill Moseley and Eric Staley. They actually  
20 -- well, they used to be government regulators here  
21 in the state of Oregon and they found themselves in  
22 a situation where their agency was very inefficient.  
23 There was a lot of paperwork. They weren't really  
24 getting the IT support they needed and knowing some  
25 software programming, they were able to actually

1 create a software program to bring everything  
2 up-to-date, and then the opportunity to start GL  
3 Solutions was presented in that.

4 Bill wanted to help government become  
5 more efficient and has a passion for that and that  
6 was almost 20 years ago. And since then, we have  
7 grown to serve 70 different agencies in about 24  
8 different states regulating all sorts of different  
9 people, places, things, equipment, facilities,  
10 businesses, you name it. And we serve a very  
11 diverse set of agencies, whether they're boards or  
12 commission, departments. Some are just one person  
13 shops. We have other implementations where there  
14 are hundreds of users using our application and our  
15 application and our software is called GL Suite and  
16 we are a Microsoft shop. We basically have become a  
17 gold partner with them about three or four years  
18 ago. And what that means is not only do we have the  
19 expertise here in-house to develop and create  
20 solutions utilizing Microsoft tools like SQL Server  
21 and .NET and different languages and such, but we  
22 also have a proven record of actually successfully  
23 marketing to different regulatory agencies, our  
24 solution, and also a hosting application. We have  
25 extensive experience actually hosting our web based

1 application in a Tier III data center, which is  
2 close to the top of when it comes to actually having  
3 your data and your system securely housed, not only  
4 against cyber security and those sort of threats,  
5 but then also for any sort of disaster recovery and  
6 things along those lines. So we have a co-location  
7 facility here in -- in Oregon, actually, and also  
8 redundant data centers and back ups as well. So I  
9 know that was a very quick overview of GL Solutions'  
10 expertise and the regulatory and software realm.

11 Any questions at this point?

12 MR. POTEET:

13 No.

14 MR. BENNETT:

15 No. Okay.

16 MS. GAUDIN:

17 I'm here. I'm on the line.

18 MR. POTEET:

19 Okay. Stacy?

20 MS. GAUDIN:

21 This is Stacy.

22 MR. POTEET:

23 Okay.

24 MR. BENNETT:

25 Hi, Stacy.

1 MS. GAUDIN:

2 Hi, how are you?

3 MR. BENNETT:

4 I'm doing well.

5 So I wanted to talk about what GL Suite  
6 is and GL Suite is a web based application, and  
7 compared to other products out there that the  
8 agencies use to track different information and  
9 things that they do, GL Suite is what we call a  
10 configurable business rules engine. And what that  
11 means here on a Monday morning for you is basically  
12 a software system that is actually tailored to  
13 support the Commission's specific processes.

14 So there's a lot of different -- there  
15 can be canned or modular products, but they really  
16 don't quite suit the needs of the agency. I know  
17 that right now, the current solution is, in essence,  
18 one of those where in order to make it truly support  
19 what the Commission staff does and how you regulate  
20 there in Louisiana, a lot of things like custom code  
21 has to be placed on top to, in essence, band-aid the  
22 modular to make it actually work, but that can be  
23 very challenging and can induce a lot of risk and  
24 just frustration. That's the bottom line.

25 But what GL Suite is, is an application

1 where we actually work with the Commission to  
2 identify, well, what is being regulated, how is it  
3 being regulated, what are the different steps?  
4 Well, there is a dealer or salespeople that --  
5 actually configuring the system to track the  
6 information where there's demographic information,  
7 all the different requirements based on your rules  
8 and regulations there in the State. So whether it's  
9 the different requirements and payments and things  
10 that a dealer has to submit, whether it's an initial  
11 application or renewals, it's those sort of things  
12 that we will tailor the system to support and trap  
13 from end to end. So not only for that, but also for  
14 the staff and all that they do, whether it's  
15 generating reports or processing any sort of  
16 notifications or searching for information  
17 verification. Basically, we will configure GL Suite  
18 to not only generate those reports, but really  
19 automate as much as possible to make it as efficient  
20 as we can to serve staff.

21 And it's not just about licenses and  
22 applications and renewals, it's also about the other  
23 regulatory process, whether it's processing  
24 payments, but also any sort of endorsement  
25 activities like investigations or when a complaint

1 comes in, how do you handle that? Well, we will  
2 work with the Commission staff to identify what  
3 those end to end processes are and how they --  
4 whether it's connecting an inspection on a dealer,  
5 being proactive in going out into the marketplace  
6 and ensuring that businesses are operating the way  
7 they're supposed to, and also doing any sort of  
8 investment -- investigation, excuse me, collecting  
9 evidence, paperwork, all that sort of stuff, and  
10 then also being able to track those things within  
11 the system, so that also when it comes to the  
12 Commission and the Commission needs to make any sort  
13 of decisions or what-not, the system can actually  
14 track all that for staff to make it easier as well.  
15 And then also for consumers, the public, as well as  
16 dealers, whatever information you want to share with  
17 them on a real time basis, GL Suite will provide the  
18 opportunity to securely interphase verification  
19 websites so that people can actually search and  
20 access real time data, whether it's verifying what  
21 the status of license fee is or business dealer in  
22 the State or any other information that the  
23 Commission wants to share. Basically, GL Suite  
24 becomes an all-in-one system that is tailored to  
25 support how the Commission regulates there in

1 Louisiana and basically try to solve information and  
2 all the life cycles of all those hidden processes.  
3 So I know I'm talking a lot.

4 So what questions do you or anyone there  
5 have so far about GL Suite and how to make it work  
6 for the Commission? Do we have a question?

7 MR. DUPLESSIS:

8 With your reports, how are they  
9 generated, are they generated through Excel or  
10 Crystal Reports and can we generate our own reports  
11 here?

12 MR. BENNETT:

13 Oh, that's a great question. As far as  
14 reporting, it's definitely one of those things when  
15 you put data into a database, you know, how can you  
16 get it out in an effective manner and have usable  
17 data? And as far as the actual -- there's several  
18 different things going on. First of all, in GL  
19 Suite, we're able -- we use SQL Server as the back  
20 end database. And so some of our clients will use  
21 SQL Server reporting services. You can use Crystal  
22 Reports. That's -- you can use that solely, but  
23 then also as far as internal to the application,  
24 there's a couple things. There's the ad-hoc  
25 reporting tool. So we call it the GLS report.

1           This is where each individual staff  
2 member can be enabled to basically create their own  
3 queries based on their security roles. So each  
4 individual staff members can be assigned to a  
5 certain security group, because there might be data  
6 that the Commission is tracking that not all staff  
7 members need to be privy to or have access to, and  
8 so then it's a security role based application.

9           So every property -- for instance, the  
10 Social Security number of an individual can be --  
11 have certain security placed on it, so not everyone  
12 can assess that field or that information in the  
13 system. And with GLS report, it's set up, so that  
14 those individual staff members can only run reports  
15 on the data that they have access to. So if they  
16 can't see the Social Security number, they can't  
17 generate any report and produce it. So there's that  
18 reporting ability, and then just any sort of canned  
19 queries or reports that are run on a regular basis,  
20 we will configure within GL Suite and those can be  
21 output via -- whether it's a web page or PDF or  
22 Excel or Word, just depending on the type of report.

23           So does that answer your question in a  
24 long drawn out manner?

25           MR. DUPLESSIS:



1           It was drawn out.

2           MR. BENNETT:

3           Okay. Sorry about that. I think the  
4 bottom line is you can report yourself to death in  
5 GL Suite, so.

6           MR. DUPLESSIS:

7           How difficult is GL Suite to learn how to  
8 use? If -- you just said the Crystal Reports. We'd  
9 have to send these people to two years of college in  
10 order to use Crystals and I use Crystals and it's  
11 not user friendly. It's effective, but not user  
12 friendly. So what is the basis of your GL Suite?

13          MR. BENNETT:

14          Well, a couple of things. First of all,  
15 as far as training goes, definitely for staff, when  
16 we go through an implementation process, we'll train  
17 them on how to use GLS -- well, not just the overall  
18 application, but also GLS report. The internal  
19 reporting tool, GLS report, is fairly intuitive.  
20 It's kind of point and click and, you know, click on  
21 the different properties that you want to utilize  
22 and the parameters that you want to generate the  
23 report. That's fine. But then certainly as people  
24 have expertise utilizing GL -- Crystal Reports,  
25 excuse me, that can be also applied. So the users

1 will have access to -- can have access to the  
2 database to create reports like that.

3 MR. DUPLESSIS:

4 Okay. Thanks.

5 MR. BENNETT:

6 Sure.

7 MR. POTEET:

8 Any other questions at this time?

9 (No response.)

10 MR. POTEET:

11 Okay. Brian, you can continue.

12 MR. BENNETT:

13 Okay. So, basically, what we'll do is,  
14 with GL Suite, we will create what we call a,  
15 quote/unquote, back office system. So that's what  
16 we utilize to basically support all your end to end  
17 processes. And so this right here is just kind of a  
18 -- helps me kind of speak to how the system works.  
19 So we create this database system to track all of  
20 your information and generate the reports and all  
21 that sort of stuff that we're talking about here.  
22 But then that also becomes the basis for any sort of  
23 websites that are securely overlaid.

24 So then basically whether it's online  
25 renewals or verification type, things like that,

1 it's following the same rules and such. It  
2 basically doesn't -- too often agencies will have a  
3 separate system for managing online renewals that  
4 tries to talk to their back office system and it  
5 doesn't always work that well. Well, with GL Suite,  
6 it's an all in one system. So whatever is going on  
7 in the back office becomes the basis for whatever is  
8 happening on the web and that also includes  
9 integrating online payments, processing, and  
10 licensee look ups, and such, so that it really  
11 provides a nice cohesive system for not only the  
12 staff, but also any sort of interaction and such via  
13 the web with dealers to make things more efficient  
14 that way.

15 MS. GAUDIN:

16 One question I did have -- this is Stacy.  
17 I'm one of the compliance investigators. I work out  
18 in the field. But I do have a question about the  
19 renewal process. I know it's -- our State --  
20 Secretary of State website when you renew a business  
21 license, there's a special ID where you put in your  
22 -- I guess, it's a license number and when you  
23 renew, you're able to upload any information into  
24 your actual renewal. Is that possible with this  
25 system when a dealer renews his license?

1 MR. BENNETT:

2 Well, definitely, whatever information --  
3 we configure the website and interface to support  
4 your specific process. So there are definitely  
5 opportunities for dealers to upload electronic, you  
6 know, documents or information that they need to  
7 submit to the Commission for renewals, well,  
8 definitely. I mean, we're all about cutting down  
9 paperwork and such instead of it coming into the  
10 mailbox, you'd rather put the data entry and such on  
11 the dealers, so that they can upload the information  
12 and, you know, obviously makes it convenient for  
13 them, too. So, yes.

14 MS. GAUDIN:

15 Because they don't always send everything  
16 in at once. Sometimes, they may send other  
17 paperwork late on and I was wondering if they can  
18 add to it or --

19 MR. BENNETT:

20 Yes. So, basically, when we set up an  
21 online renewal portal, it's not kind of a one and  
22 done sort of situation. A lot of times, it becomes  
23 a portal where the dealers, in this case themselves,  
24 can access and upload or submit things like -- just  
25 on an ongoing basis, but then it just kind of

1 depends on your process. And then if you want to  
2 allow dealers to, you know, to -- a very good  
3 example of how we support other clients is where,  
4 you know, they'll have certain -- you know, business  
5 will be -- I should back up and say GL Suite is  
6 highly relational. And so then any sort of  
7 relationship between businesses and individuals like  
8 owners and a business or a dealer -- maybe a dealer  
9 has multiple locations or any sort of real world  
10 relationships and how you regulate, we support  
11 within the application.

12           So, for instance, we have situations  
13 where a business owner can log into the system and  
14 -- through their portal and basically see all the  
15 associated salespeople, for instance, the people  
16 that work for that person, the employees, and they  
17 can actually edit or update or add or, you know, in  
18 effect, terminate employees and things like that.  
19 So then basically they're the ones keeping updated  
20 information and submitting that to the Commission.

21           MS. GAUDIN:

22           Okay. So what about the person that's in  
23 charge of that particular file, that licensee, can  
24 they be notified in some way that there was some  
25 document uploaded to that dealer's file or --

1 MR. BENNETT:

2 Yes, for sure. So that can be made a lot  
3 of different ways, as far as the e-mails can be sent  
4 or some sort of notification. We have within GL  
5 Suite the application itself, so that when a staff  
6 member logs in, whatever sort of task or events or  
7 things that they're asked to follow up on or any  
8 sort of records and -- or updates that, perhaps,  
9 they have to review and validate prior to it being,  
10 you know, made into an approved sort of thing, that  
11 can certainly be supported in the application.

12 MS. GAUDIN:

13 Okay. Thank you.

14 MR. BENNETT:

15 Great question, Stacy.

16 Any others?

17 (No response.)

18 MR. BENNETT:

19 Okay. I'll keep moving on then. We kind  
20 of touched on this just a little while ago and this  
21 is just talking about reporting and how within the  
22 application there are lots of different ways to  
23 support all of your reporting needs to not only  
24 track information, but create as well as produce  
25 meaningful data and such and we'll go into more

1 detail, but I think we really covered that. But  
2 then also when it comes to configurability and  
3 having a flexible application that actually supports  
4 how the Commission regulates, we don't hold our  
5 clients hostage. We basically provide the  
6 opportunity, so that if things need to change like a  
7 data field or maybe there has been a legislative  
8 rule that we need to change when a notification goes  
9 out for renewals or fee changes, things like that,  
10 can -- every one of our clients has at least one  
11 super user or system administrator that -- role that  
12 would have the accessibility to go into the  
13 application and we also provide training as well to  
14 make those sort of changes or upload or change  
15 networks or letters or whatever might be in the  
16 system. And so a lot of our clients take advantage  
17 of that. So then they can make those sort of  
18 changes, but obviously it's the same interfacing and  
19 tools that our staff use to support our clients and  
20 make the system better on an ongoing basis to better  
21 support them.

22           So any question -- any more questions  
23 about the software, the application, the  
24 configuration?

25           MR. POTEET:

1                   No.

2           MR. BENNETT:

3                   I must be really doing well on a Monday  
4 morning if it's pretty quiet.

5           MR. POTEET:

6                   It's a good idea to have this on Monday  
7 morning.

8           MR. BENNETT:

9                   Yes, I guess so, really. So what I  
10 wanted to touch on real quick -- and I know that in  
11 discussions with the Commission staff, we looked at  
12 different implementation models, because we've been  
13 doing this for close to 20 years now and we  
14 understand that -- how -- you know, there's a lot  
15 going on, you know. You've got applications.  
16 You've got meetings. You've got investigations,  
17 this, that, and the other thing. And so it's a lot  
18 to really manage and going through a software  
19 implementation is definitely a whole other thing and  
20 what we have done is we've provided an avenue  
21 instead of a huge application, huge implementation  
22 process, that involves not just replacing your  
23 existing system, but then also doing all the wish  
24 list items and all the nice to haves, this all in  
25 one effort really takes a lot more time and also can



1   involve a lot larger capital expenditure for the  
2   Commission to obtain that new system.

3           And so what we've done with what we call  
4   GL Simple, which is basically our premiere software  
5   support model, it has also become, in essence, a  
6   software -- it's a service model where basically our  
7   clients have the peace of mind in knowing that, you  
8   know what, we can replace the existing system in a  
9   fairly short amount of time, go live with that, and  
10   then as time goes on, the GL Simple plan includes  
11   ongoing enhancements, changes, revisions to the  
12   system, so they -- whether it's future upgrades or  
13   updates or new technology or functionality or even  
14   new reports or whatever it might be, those are all  
15   included in the GL Simple plan.

16           So as the months and years go by, your  
17   system just improves and gets more and more robust  
18   and as staff uses the software, they're going to  
19   identify a new way like, hey, can we do this or add  
20   this, and our clients basically rest assured knowing  
21   that they have not only a flexible software system,  
22   but also a support model that really helps them  
23   continuously improve, so they can better serve not  
24   just the staff, but also their boards, their -- the  
25   public and the consumers at large. And so I see

1 that in this case, GL Simple definitely is a great  
2 solution to the Commission moving forward.

3 Any questions about GL Simple and how we  
4 support our clients?

5 MR. POTEET:

6 Derek, do you have any?

7 MR. PARNELL:

8 No, no current questions.

9 MR. BENNETT:

10 Okay. Would you like me to speak to kind  
11 of how we go through the process of setting up a new  
12 system?

13 MR. POTEET:

14 Well, I'm not sure that -- that's  
15 probably too much detail for the Commission.

16 MR. BENNETT:

17 Okay. That's why I asked. I just want  
18 to make sure, but I definitely -- you know, I can  
19 talk to you all day long here about the software,  
20 this, that, and the other thing, but I definitely  
21 have been appreciating working with the Commission  
22 staff and getting to really understand what the  
23 situation is there and I think it will be a great  
24 fit moving forward.

25 So with that said, any other questions or

1 considerations?

2 MR. PARNELL:

3 No. I don't think anyone has any other  
4 questions right now. I really would like to take  
5 this opportunity to appreciate you and thank you for  
6 working with us thus far as much as you've been  
7 doing with us. Also, we would like to thank you for  
8 taking up your time today to come and speak to our  
9 Commissioners to kind of give them a brief overview  
10 of the GL Solutions that we're very seriously  
11 considering. With that said, I think -- I really  
12 thank you and I think that's going to be it.

13 MR. BENNETT:

14 No problem at all. Well, if there are  
15 any sort of questions or concerns that come up, let  
16 me know. And, likewise, I appreciate everyone's  
17 time today and I'll look forward to hearing from  
18 you.

19 MR. PARNELL:

20 All right. Thank you so much.

21 MR. BENNETT:

22 Okay. Have a great meeting.

23 MR. POTEET:

24 Thank you.

25 MR. PARNELL:

1           I mean, we have to go to a different  
2 process, a different program, and we've been doing  
3 some research. Like I said, a little bit -- a  
4 little while earlier, we did reach out to some of  
5 their current clients, not on the website that they  
6 show, but we did reach out and called about 10 to 12  
7 of their current clients. 95 percent of them were  
8 -- loved the system. We did hit one or two that had  
9 some issues with it, but some kind of more like us,  
10 it was more a user issue than the actual system  
11 itself. One thing that they said that we can expect  
12 from them is that we -- in the initial phase of the  
13 program set up, we will get exactly what we have  
14 currently where we can just continue to function.  
15 What we have currently, we have different ways that  
16 we can license our dealers that don't actually work  
17 for us. As I said earlier, we do a lot of work  
18 arounds just to try to get the system to function  
19 itself. What they're ensuring us is that once we  
20 get started with the process, we should have all the  
21 functionality that we currently have that actually  
22 -- but it will actually work for us. Moving  
23 forward, it's just a process of us going through  
24 contracts. We've had Ms. Morris kind of go through  
25 the contract and look at it with us. I don't know

1 -- do you have any comments or anything that you  
2 want to add?

3 MS. MORRIS:

4 No. It's going to require some revision  
5 to make sure it's consistent with the procurement  
6 process and Louisiana law, but we have a conference  
7 later this afternoon to try to handle that.

8 MR. POTEET:

9 So what you're saying is, what we have  
10 now doesn't work anyway?

11 MR. PARNELL:

12 Yes.

13 MS. MORRIS:

14 To some degree.

15 MR. POTEET:

16 When you use the term functionality,  
17 that's a very general, vague term for what we have.  
18 The functionality is patched up to make it  
19 functional.

20 MR. PARNELL:

21 Correct. So when they say we should have  
22 the same functionality, basically it is very broad.

23 MR. POTEET:

24 Ron has been trying to get rid of this  
25 ever since I've known him.

1 MR. DUPLESSIS:

2 It doesn't work.

3 MR. POTEET:

4 It doesn't work.

5 MS. ANDERSON:

6 I just want to say that I found Brian and  
7 his staff to be most communicative with us and  
8 they're willing to adapt things in a way that I have  
9 not seen other companies that have canned programs  
10 do.

11 As far as the reporting is concerned,  
12 that was my number one priority, because it affects  
13 accounting to a great deal in transferring the  
14 information into the accounting program and they had  
15 the most easily used, most configurable reports I  
16 saw across the board. Plus, long-term they are  
17 willing to work with other programs like say that we  
18 use for accounting to build bridges, so that our  
19 staff doesn't have to go through the process of  
20 dumping that report into Excel, and then re-keying  
21 it and, you know, every time you transfer  
22 information, you risk the problem of messing -- you  
23 know, mixing something up or making a mistake. So  
24 it would be more of a just smooth transition.

25 They -- CAVU was not willing, Iron Data

1 was not willing to give the people at Sage the  
2 information that was necessary to build a bridge to  
3 move that receivable information into the accounting  
4 program. These people seem like they will do that.  
5 So, yes, I think reports were one -- that was one of  
6 my problems with CAVU is you have to have a degree  
7 in IT to get a report and not so with this program.  
8 We actually looked at some screens where you could  
9 order reports. But that being said, they can  
10 reconfigure it, so that you get the reports you want  
11 and/or they can -- you can have your IT person work  
12 with them to combine your data, if you will. So I  
13 thought they very interesting in that aspect.

14 MR. DUPLESSIS:

15 Is the accounting program buried within  
16 this program or are you using a separate accounting  
17 program?

18 MS. ANDERSON:

19 We use a separate accounting program.  
20 The detail is in -- in other words, I don't create  
21 customer accounts for all of our dealers in our  
22 accounting program. The detail is in the -- in CAVU  
23 right now, but we couldn't even get Iron Data to put  
24 our -- in the reports in CAVU, you couldn't even get  
25 Iron Data to put our general ledger codes. They

1 couldn't even adapt it to that. So we have to dump  
2 it into Excel, add the codes, then post it into the  
3 accounting system.

4           Whereas with this, you know, they're much  
5 more willing to work with us. I think that working  
6 with us is one of the things that we have missed  
7 with this program in addition to the work around.  
8 There's no one. We've done our best with Iron Data,  
9 with the new people. MicroPact is -- I think is  
10 what they're called now. And there's just no  
11 communication. We do a lot of effort. They do  
12 nothing and the result is nothing.

13           MR. DUPLESSIS:

14           Are you going to run CAVU simultaneously  
15 with an overlap as a control system when you do  
16 install it?

17           MS. ANDERSON:

18           They -- we're going to -- the timeline --  
19 tentative timeline that we're looking at is to start  
20 -- we're going to give them our data. Keith Horton  
21 is going to pull our data and send it to them.  
22 They're going to develop a version of their software  
23 that does what we have in CAVU right now. Then,  
24 they will meet with us to go through questionnaires,  
25 so on and so forth, to get what are our processes.



1 They're going to look at our data and determine what  
2 they think our process is. Then, they're going to  
3 develop the processes with us. Then, they're going  
4 to go back and put that data in there and develop a  
5 UAT that they can give us to test out the early part  
6 of next year, so that we can have a period of time  
7 to see how this works before renewal season,  
8 possibly go live somewhere around in March or April,  
9 somewhere in there, and then that -- by the time we  
10 get to that point, we'd be ready to drop CAVU and  
11 move forward with the new program, but that would be  
12 in our non-renewal period, so we wouldn't have a lot  
13 of data input. If we had some problems, we -- you  
14 know, we could work them out before renewal period  
15 starts.

16 MR. POTEET:

17 The presentation sounded good. I mean,  
18 it sounds like they know what they're doing.

19 MR. DUPLESSIS:

20 They've done it.

21 MR. POTEET:

22 They're flexible. I didn't quite get how  
23 many customers do they have?

24 MR. DUPLESSIS:

25 They're in 20 states.

1 MR. OLAVE:

2 Yes. They have millions of licenses. I  
3 don't think they --

4 MR. POTEET:

5 I think they've got a broad base of  
6 experience, so.

7 MR. OLAVE:

8 Right.

9 MR. POTEET:

10 Okay. That's good.

11 MR. OLAVE:

12 Mr. Chairman, how do they fit in as far  
13 as expenses go with other similar type companies,  
14 are they in line or --

15 MR. POTEET:

16 Derek.

17 MR. PARNELL:

18 Yes, they are in line. If we were to buy  
19 a canned -- pretty much, you're talking about  
20 anywhere from \$190,000 to \$200,000 if you're looking  
21 just at a program itself, buying it outright, but  
22 they have flexibility where we could do -- it's more  
23 of a monthly payment that we would pay. We don't  
24 have as much up front cost initially and we can  
25 initially go ahead and get started with the product

1 right away. It is very comparable in -- cost-wise.  
2 All of them are kind of high that you look at, you  
3 know, that can actually deliver what we need to  
4 accomplish as a Board.

5 MR. OLAVE:

6 I'm with Mr. Chairman. It sounded great.  
7 I would -- wouldn't mind hearing an alternative just  
8 to balance it out. I don't know if that's something  
9 that is in scope, maybe not to that degree, but  
10 we've heard one so far. It sounds terrific.

11 MR. PARNELL:

12 We've been looking -- we're looking at  
13 one -- what's the other one?

14 MS. ANDERSON:

15 There was a gentleman locally, Skip  
16 Sharer, who has a company called SoluVista, and they  
17 developed a training program, educational type  
18 program, for real estate and the Real Estate  
19 Commission, and he had spoken to developing a  
20 licensing program. We had him in on a couple of  
21 occasions, but basically -- and they are -- as I  
22 understand it, they are going with that program, but  
23 it's in its infancy and when I say infancy, I mean,  
24 he's got four people on staff. Two of them are --

25 MR. PARNELL:

1 Undergraduates.

2 MS. ANDERSON:

3 -- young programmers. And he's just --  
4 I've sent him the same questions that I sent to GL  
5 Solutions. GL Solutions came back the next day with  
6 documents about security, you know, 50 some odd page  
7 documents about how they secure our data,  
8 information, and just to all my questions and then  
9 some. About, I guess, two to three weeks later, the  
10 other company told me, I'm really working on it and  
11 we'll get back to you.

12 MR. OLAVE:

13 I understand. It seems like y'all did  
14 some good work.

15 MS. ANDERSON:

16 And basically he never did -- he said he  
17 was working on the legal language.

18 MR. POTEET:

19 I think we need experience.

20 MS. ANDERSON:

21 It's not far enough along.

22 MR. OLAVE:

23 I was more interested in hearing of any  
24 alternatives. It sounds like they're the best  
25 solution at least.