



GENESEE COUNTY

The Cost of Switching and Total Cost of Ownership

Information Technology
Michael Dawisha, CIO • June 10, 2026



The Proposition

**Continue with an Existing
Expensive Vendor or Look
for a cheaper alternative**



Current State

OnBase

OnBase by Hyland is an enterprise content management (ECM) and process automation platform. It replaces paper-heavy processes and disjointed software by digitizing documents, automating workflows, and centralizing data in a single secure platform.

Several departments depend on this functionality in order to conduct operations



Current State

OnBase

Today, we spend approximately \$235,000 per year on OnBase.

"OnBase has served us well. That Platform is stable, our staff are familiar with it, and we've invested many years into customizing workflows and integrations."



Fiscal Responsibility

Seeking a Less Expensive Alternative



Reduce Costs

Lower overall expenditures



Optimize Resources

Maximize value for taxpayers



Maintain Service Quality

Continue delivering excellent services



Ensure Long-Term Sustainability

Make responsible financial decisions



Our Commitment: Responsible Stewardship of Public Funds



Our Commitment: Responsible Stewardship of Public Funds



OnBase (Current) vs. Home-Grown Microsoft Environment

Total Cost of Ownership (TCO) Comparison



Cumulative Cost
(USD Millions)

Cumulative Cost Over Time



SUMMARY OF COSTS		
	OnBase (Current)	Home-Grown Microsoft Environment
Annual Run-Rate (After Year 1)	~\$235,000	~\$90,000 – \$100,000
One-Time Costs (Upfront)	Minimal (~\$40,000 over 5 years)	~\$1,000,000+
5-Year TCO	~\$1.18 Million	~\$1.45 Million
10-Year TCO	~\$2.38 Million	~\$2.06 Million

KEY OBSERVATIONS

- Higher upfront investment for Microsoft environment due to migration, workflow rebuilds (~150), integrations, training, and change management.
- Lower ongoing annual costs in Microsoft environment due to existing Microsoft E5 licensing.
- Microsoft environment becomes more cost-effective over the long term, with break-even around Year 7–8.
- Decision depends on planning horizon, risk tolerance, and strategic priorities beyond cost.

BOTTOM LINE

OnBase is more economical in the near and medium term (1–5 years).

Microsoft environment provides long-term savings and strategic platform benefits beyond ~8 years.

Note: Costs are estimates based on current information and assumptions. Actual results may vary.



Questions?



Proposed Migration

This memo summarizes the financial and strategic assessment of whether Genesee County should continue investing in Hyland OnBase or migrate content, workflows, and digital signatures to Microsoft 365/SharePoint, leveraging our existing E5 licensing.

Current State

The County spends approximately **\$235,000 per year** on OnBase, including maintenance, licensing, and TrueSign. OnBase remains stable and functional, and County departments are familiar with its workflows. However, its architecture is aging, integrations are less flexible, and long-term operating costs continue to grow.

Microsoft 365 Assessment

Since the County already owns Microsoft 365 E5 licenses, core components such as SharePoint, OneDrive, Teams, Power Automate (standard), and the full Microsoft security/compliance suite require no new licensing.

Additional costs include Power Automate Premium for advanced workflows, e-signature services, expanded SharePoint storage, and some consulting support.

Key Cost Drivers

***Workflow Rebuild:** The County has **~150 workflows**, resulting in an estimated **\$750k** one-time rebuild cost.

***State Integrations:** Rebuilding connections to TCS, JIS, and MIFile would require **~\$75k one-time** and **~\$15k/year** ongoing support.

***Migration of ~6TB of Content:** Includes metadata mapping, testing, training, and phased implementation.

Financial Summary

***5-Year Horizon:** OnBase is lower cost (~\$1.2M vs ~\$1.35M).

***10-Year Horizon:** Microsoft 365 becomes lower cost (~\$2.06M vs ~\$2.38M), with the crossover point occurring near **Year 7–8**.

***Annual Operating Costs:** Microsoft 365's annual run rate is significantly lower than OnBase due to E5 licensing and reduced maintenance requirements.

Strategic Considerations

Microsoft 365 provides:

- *A modern, cloud-native platform
- *Stronger integration with communication and collaboration tools (Teams, Outlook, Power BI)
- *A broad automation ecosystem (Power Platform)
- *Reduced vendor lock-in
- *Enterprise-grade security and compliance through E5

OnBase provides:

- *Continuity and lower disruption
- *Lower 5-year cost
- *Existing integrations that do not require redevelopment
- *Operational consistency for staff

Recommendation

The appropriate decision depends on the County's planning horizon:

***If the County is optimally planning for the next 5 years:**

Continue with Hyland OnBase. It minimizes cost and avoids workflow disruption.

***If the County is planning strategically for 10 years or more:**

Migrate to Microsoft 365. Long-term cost savings, modernization, and platform consolidation make M365 the more effective investment.