COLORADO LASERFICHE USER GROUP

Navigating VAR Changes, RFP Questions, and Laserfiche Cloud Considerations

A St. Vrain Valley Schools customer story

Kyra Sare, St. Vrain Valley Schools | Beau Lollar, DocuNav Solutions

Tuesday, November 3, 2026

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MEET OUR

PRESENTERS

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Kyra Sare

St. Vrain Valley Schools



Beau Lollar

Senior Chief Architect

Agenda



The VAR transfer story

Kyra shares the RFP, the decision, and the move to DocuNav



Why we left Laserfiche Cloud

The workflow, support, and billing pain points



Cloud limitations

Beau explains what cloud limits and why we recommend self hosted



Where we are headed

Migration status and what comes next

TIP: Plan for tomorrow, not for today. Choose a platform that grows with you.

The VAR Transfer Story

From the RFP to a new partner

Presented by Kyra Sare

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The RFP: What Drove the Decision

Looking back at how we chose



Price

DocuNav was not the cheapest. We landed in the middle ground, and the lowest bid won the room.



The packages looked scary

Package pricing made us think we would spend more to get everything we needed.



Hard to compare

Other vendors showed a simple base price. The real costs showed up later.

TIP: If packages feel scary, ask what is in each one and what is left out.

On Paper vs In Practice

What it felt like

- Multiple packages to buy
- A base price plus add ons
- Worried about spending more
- Other vendors: here is your price, run with it

What we know now

- The right scope from the start
- Upfront about what we would pay
- Other vendors still had charges
- DocuNav gave us what we needed

“It was correct. And you gave us what we needed.” *Kyra Sare*

What Led to the Switch

It was a little of everything

Workflow errors

Repeated errors with no fix. The answer was a cap on how many workflows run per day.

Support

We did not feel we were getting what we needed.

Billing clarity

Hard to understand what each charge was for or what we owed.

Touch points

No one reached out unless we had an issue.

TIP: Ask any vendor how workflow limits are handled before you sign.

Support: Then vs Now

Before

- Contact only when something broke
- Replies in about 24 hours
- Billing never fully explained
- Never sure what we were doing or why

With DocuNav

- Replies right away, even without an answer
- Follow ups without asking
- Recurring meetings with a PM and sales
- Tech team emailing daily on progress

The Transfer Timeline

1

Three-year agreement

Signed with the first vendor after the RFP

2

June 2026

Contract moved over to DocuNav

3

Temporary environment

Set up to migrate content out of Laserfiche Cloud

4

Self hosted in AWS

Moving to a self hosted business subscription

5

March 2027

Target for completion

TIP: Contract transfer and technical migration run on separate tracks. Plan for both.

What the Transition Looks Like

Honest lessons from the middle of the project



Custom builds are hard to inventory

Custom work, unlike prebuilt packages, is hard to maintain and hard to figure out later.



Real world workarounds

Most students were not connected to a school. Beau built a workflow that works well most of the time.



A team that stays close

The tech team emails daily while we finish the work.

TIP: Document custom work as you build it. The next team will thank you.



Cloud Limitations

Why we recommend self hosted

Presented by Beau Lollar

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Where Cloud Limits You

Workflow limits



Caps on how many workflows run per hour, per day, or at one time. This also limits refiling and student rollovers.

Data access



Local data is a pain to update. You cannot create your own views of views or stored procedures.

Business processes



In cloud they are Forms. No alert when a document fails to file, and no manual workflow triggers.

Storage



Limits tied to your number of users. Documents live in a converted cloud environment.

TIP: Limits vary by plan and change over time. Confirm current numbers with Laserfiche.

What Self Hosted Gives You

Direct access to documents



Stored locally as originals, not converted into a proprietary system.

Reporting



With access to the data, you can build your own reporting.

Storage on your terms



Limited by server space, not by how many users or documents you have.

Business processes



Failed filing alerts, like a missing document type, plus manual workflow triggers.

TIP: Local data is easier to automate and easier to keep current.

Cloud vs Self Hosted at a Glance

	Laserfiche Cloud	Self hosted
Workflows	Caps per hour, per day, at a time	Limited by your own server
Data access	No custom views or stored procedures	Direct access, local data
Business processes	Forms based	Failure alerts, manual triggers
Storage	Tied to your user count	Tied to server space
Documents	Converted, in Laserfiche cloud	Local originals
Reporting	Limited by data access	Build your own

Questions to Ask Before You Sign

- What is in each package, and what is not?
- How many workflows can I run, and how often?
- Can I get direct access to my data and reporting?
- How is storage priced as I grow?
- What does support and communication look like?
- Who documents custom builds?

TIP: Bring this list to your next RFP review.

Where We Are Headed



On track for March

Migration is planned to complete in March 2027.



Student records first

The API work needed for student records is in hand. A shift in the API is expected in February or March.



Next year at user group

We will share how it is functioning once the move is complete.

QUESTIONS?

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