DOUG CAMPBELL

Central Square/Tricon/Tritech/Tiburon Conference March 17-20

Tiburon was its own company until it was acquired in 2015 by Tritech.

Tritech was acquired by Superion (a public administration software company) in 2018.

Superion was renamed Central Square in 2019

1,600 attendees from 500 agencies

Around 50 Tiburon users from an estimated 20 agencies.

350 sessions – 14 were on Tiburon (1 of which was how to move from Tiburon to Enterprise CAD).

Tiburon is no longer available for sale. No longer even mentioned on their website.

CAD Enterprise is their Inform CAD solution (which was Tritech).

CAD Pro is their Zuercher CAD solution (which was bought by Tritech right after they bought Tiburon).

Tiburon has been relegated as a "Heritage" solution.

There is no sunset plan for Tiburon as they have the philosophy that as long as someone is willing to pay whatever they set as the price for annual support, they will keep at least 1 person on staff to answer the phone. They still support a system from the 1980's that only one customer uses and they have one part-time support person available to answer questions.

However, there will soon be no new updates to the software unless it's something that is mandated by some outside force (Windows, Feds). They stated that since Central Square formed, all planned development (include paid for enhancement requests from current agencies) has been on hold, so they can work on building interfaces between Tiburon and their other CAD systems so it's easier to upsell customers from Tiburon to Enterprise.

The handwriting is on the wall – we are on a dying system for our three PSAP's.