Douglasville, Georgia

Application: Municipal Financial Management
Total Population: 33,252

Software Users: 99

Customer Thoughts

"BS&A offers excellent reporting and ease of use. The software gives us the ability to scan and retain records in a digital format to allow for quicker response to inquiries, open records requests, and general drilldown capabilities. It is easy for end-users, even those not as computer savvy, to learn the software and their core roles. Generating reports is user friendly, and BS&A provides many options that the end-user desires. The customer service exceeded my expectation and continues to do so post-implementation."
– Karin Callan, Finance Director

Overview

Douglasville, Georgia's previous software had significant limitations and issues both involving setup and continued product support after implementation. Reporting was limited and offered very little in the way of customization. The day-to-day routine operations were severely hampered, and a change of software was absolutely necessary.

Challenges

"Implementing software successfully and within projected time frame was the top priority. We began researching other municipalities to see what software they used and requested on-site demonstrations from software companies. The BS&A staff sent for the on-site demo process was extremely knowledgeable in their field. For example, the staff for GL was not the same for BD, but both were experts in their respective areas. The GL staff knew accounting procedures, which made us feel very at ease. The onsite training far exceeded my expectations. They were very patient, very diligent during reconciliations and very knowledgeable. The staff were highly trained and experienced."
– Karin Callan, Finance Director

Benefits

By switching to BS&A's Municipal Financial Management software, the City of Douglasville can now handle any challenge that comes its way.

- *Reduced paper usage and physical storage*
- *Quicker reconciliations of bank accounts*
- *Online features for the convenience of customers through offering online permitting, business license renewals, and utility billing/miscellaneous payment processing.*
- *Digital workflows for invoice approvals and increased accountability*
- *Digital workflows for business licensing and permitting approvals*
- *Records retention through document scanning*
- *Custom/expansive reporting and easy exporting into a Microsoft Excel format*
- *Simpler navigation and ease of "drilling down" into specific records or items*

BS&A
SOFTWARE

Continuing Success

As with all BS&A customers, the City of Douglasville receives monthly updates to their applications. Updates might include patches, new features, and enhancements that allow customers to operate more efficiently. *"Obviously, one of our biggest concerns was customer service support. The support is phenomenal, responsive and always friendly. This service applies not only during implementation and on-site setup/training, but also continues today through the software support. If we have questions or require assistance with an issue, we can always expect a prompt and satisfactory resolution."*
– Karin Callan, Finance Director

When it came to training, implementation, and support, Karin Callan said, *"Do your research and contact other local governments before you choose a software provider. Once you make the choice, you will be assigned a project manager by the software company. You will also need someone from finance (not IT) to be assigned as your project manager. This person will work very closely with IT and will need to be able to allocate approximately 75% of their time during the entire process. Also, bring in the most knowledgeable people from other departments so that the implementation for all applications is successful. You will need to give 100% of your time when the software company on-site and they will do the same for you. Lastly, opt for on-site training, not train the trainer. You will not regret it!"*

Full Service Software That Actually Serves You

With over 2,000 municipal customers and over 7,500 software installations, BS&A has built a reputation as a provider of responsive software that efficiently solves the problems of local government. BS&A software installations include Community Development, Projects and Permits, Zoning and Property Maintenance, Inspection Tracking and Scheduling, Financial Management, and many more. Online and mobile tools give customers the flexibility to work anywhere. Dedicated customer service and after-sale support staff ensure that each installation is an ongoing success. Your questions are answered by an experienced staff member every time, never by a computer; you are not locked in voice-mail jail or left sitting in an inbox. Exceptional service is BS&A's number one priority.

To learn more, visit www.bsasoftware.com or call (855) 272-7638

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