North Little Rock, Arkansas

Application: Municipal Financial Management
Total Population: 62,304

Software Users: 160

Customer Thoughts

"BS&A has obviously perfected the process by converting hundreds of municipalities and counties. I don't know what other vendors do to convert customers, but I believe that BS&A's approach is the best." – Karen Scott, City Clerk

Overview

The City of Little Rock, Arkansas is a diverse, middle-class community with a population growth of less than 2%, mainly in apartment housing. The City had been using Mainstreet since 1999. Because Mainstreet had no plans for enhancements or new versions, the City decided to look for a new software solution that would share data, and have robust reporting and document imaging.

During the review process, the City looked at Tyler Technology, Harris, and BS&A. *"We selected BS&A Software because the price and satisfaction of the product met our desired specifications. BS&A demonstrated that the applications would provide data sharing across different modules, ease of reporting, menu of reports already in place, and a competitive price for both the purchase and annual maintenance."* – Karen Scott

Challenges

North Little Rock needed more modern software with strong internal control capability, data sharing, and reporting, as well as the ability to modernize timekeeping and scheduling. *"Data was not real-time; only Finance had access to Mainstreet because we did not have the ability to restrict users' access to various functions. Finance had to run monthly expenditure reports for each department because they did not have access, leading to inaccuracies."* – Karen Scott

Benefits

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

- All departments have access to their own data and are able to rely on the software to track expenditures. Departments can input their own budget requests to improve efficiency.
- Different departments see data on common customers for improved accuracy.
- All departments have access to their own data and are able to rely on the software to track their specific expenditures and budget requests. They no longer need to turn in multiple spreadsheets to support requests for that information.
- Different departments see data on common customers (contractors and business license owners, to name two) for improved accuracy.
- Timekeeping and scheduling are easily managed by the software, which has reduced the amount of time it takes to run payroll by about five to six days a month. (NEW BULLET)
- The streamlined purchasing process has reduced the double, and sometimes triple, efforts of creating purchase orders.
- The streamlined purchasing process has reduced the double and triple efforts of creating purchase orders.
- BS&A's powerful import/export capabilities allow staff to capture more detailed information, without sacrificing more time and energy.
- A user-friendly and easily-navigated interface allows for greater efficiency.
- An integrated financial management suite allows greater flexibility for the entire staff.

BS&A SOFTWARE

Continuing Success

As with all BS&A customers, the City of North Little Rock receives bi-monthly updates to their applications. Updates might include patches, new features, and enhancements that allow customers to operate more efficiently. *"I love the reporting and ease of getting data out, documents that are scanned and stored, user group meetings, the 'Help' response – almost always less than 10 minutes."* – Karen Scott

When it came to training, implementation, and support, Karen stated, *"I was impressed from the very beginning. We had worked very hard to identify our needs, so we already had an idea of how any software needed to function. The 'Discovery' process was fantastic. It helped users in the different departments understand the changes that were coming well in advance of training and go-live by letting them see the applications. The scheduling and meticulous thought that went into the timeline was great and it allowed me to show the departments how things would flow. Training went well (I don't even remember anyone complaining, although it was a whole new world they were being asked to work in) and go-live had very little problems. I was so happy on go-live day when my trial balances all matched and thought that was a huge hurdle that started the process right. All of the BS&A team members who worked on our implementation were intelligent, prepared, respectful, and diligent in getting the job done."*

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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