

Woodstock, Georgia

Application: Municipal Financial Management
Total Population: 30,000

Software Users: 106
Billing Customers: 6000

Customer Thoughts

"I wish I would have purchased the BS&A software sooner than I did. It was worth the effort to convert. The Finance staff spent the entire year converting all modules and still were able to pass audit with no comments or conversion issues. Our concern was that the vendors could not demonstrate their software fully. BS&A was able to show the complete functionality to each department." – Robert Porche, City Clerk

Overview

The City of Woodstock, Georgia needed to implement fully-integrated software with one database. The desired software needed to handle police and fire overtime and utility billing efficiencies, and needed to provide improved reporting. After the staff reviewed seven software providers, including Tyler Munis, New World, and SpringBrook, BS&A was awarded the project. Expanding on his earlier comments, Robert stated, *"BS&A was selected because it was able to demonstrate the seamless GIS interface with Community Development. Woodstock also stressed that customization was important, as well as responsive support. Finally, BS&A's pricing was in line with competitors and the support costs were disclosed to eliminate any surprises regarding final cost."*

Challenges

Woodstock had issues in their legacy software that BS&A needed to address. Among these were instability in their Utility Billing module and no support of their General Ledger module. BS&A's software resolved these problems and supplied solutions to many of the city's wish list items. These items included stability of the client-hosted version, Microsoft compatibility, and import features that allow for quick updating of external sources such as banks, vendors, etc. *"My colleagues like how the modules 'talk' to other modules. For example, Fixed Assets receives data from Invoicing with the click of a button. Budget is much more streamlined with BS&A. Payroll is straightforward once Time & Attendance is imported. Bank Reconciliation is much faster and accurate. Year-End routine is easy. Positive Pay works flawlessly and has actually prevented duplicate payment from occurring." – Robert Porche*

Benefits

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

- Month-end close and financials are quicker with the ability to retrieve any source document at a moment's notice.
- Implementation of BS&A has allowed Finance to go paperless.
- The key functions of Recurring Invoices, Recurring Journal Entries, Report Profiles, and the Cash Balance report have improved accuracy and efficiency.
- 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.



Continuing Success

As with all BS&A customers, the City of Woodstock receives bi-monthly updates to their applications. Updates might include patches, new features, and enhancements that allow customers to operate more efficiently. *“BS&A sends out implementers that know their software and are helpful in the configuration. That is their strength. The support is excellent.”* – Robert Porche

When it came to training, implementation, and support, Robert stated, *“We gave a grade of 90% for the entire implementation.”*

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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