

# Brainerd, Minnesota

**Application: Municipal Financial Management**  
**Total Population: 13,465**

**Software Users: 60**

## Customer Thoughts

*"Being the lead on this project along with working in IT and knowing the process of doing things in a remote environment definitely helped the process. I was aware how things can be done remotely, so I had no concerns. I have no suggestions on how to do things differently. I had a great experience with the remote implementation."*

*–Lori Turkowski, IT Specialist*

## Overview

The City of Brainerd was set to integrate with multiple BS&A applications in 2020, and then the global pandemic hit. They had already begun the migration from their old software, and did not want to delay the process. Already comfortable with a remote environment, and having full confidence in both their employees and BS&A's staff, the City moved forward without hesitation.

## Challenges

The main concern in navigating the pandemic and remote implementation was two-fold: internet connectivity, and to a lesser degree, the few City staff members who had not yet had a chance to familiarize themselves with the new software. BS&A faced these challenges by working closely with the City and their IT staff to resolve any issues as they presented themselves.

## Benefits

The City's staff members maintained a positive outlook throughout the entire remote implementation process, and felt that the remote process was just as successful as an onsite implementation would have been. The City of Brainerd experienced first-hand the unparalleled support BS&A is known for.

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