

# Cape Canaveral, Florida

**Application: Municipal Financial Management**  
**Total Population: 10,241**

**Software Users: 40**

## Customer Thoughts

*"Despite the COVID-19 Pandemic, we were not in a position to delay our ERP implementation. Because we had met with the BS&A team during the selection process, we felt a high level of confidence in their ability to pull off a remote implementation. Based on our experience, BS&A was extraordinary and so customer-oriented. We score them a perfect 10! Do nothing different!"*

*–John DeLeo SR. , Administrative + Financial Services Director*

## Overview

The City of Cape Canaveral was set to integrate with multiple BS&A applications in 2020 before being faced with a global pandemic. While trying to navigate the unknown, the City did not delay implementation if at all possible. Based on all the positive interactions they City had before COVID-19, Cape Canaveral put their trust in BS&A and decided to move forward. BS&A delivered a successful virtual implementation for the City, capitalizing on communication, timeliness, and most importantly, customer service.

## Challenges

The main concern was successfully navigating the use of technology, availability during quarantine, remote access for users, length of time for training, and quality of delivery. BS&A faced these challenges head-on, working closely with the City through any issues, and provided unparalleled support.

## Benefits

The City of Cape Canaveral found a partner in BS&A. BS&A was able to place the proper amount of focus and expertise on the implementation. Additionally, it was found that there were fewer distractions in the workplace during the training process, which aided in learning. The staff found themselves excited, satisfied, and confident with the training they received from BS&A. The City was able to put their trust in the BS&A team, and achieved the desired results during an unprecedented time.

## 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.

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