Dahlonega, Georgia

Application: Municipal Financial Management
Total Population: 8,132

Software Users: 33

Customer Thoughts

"Speaking for the City, the entire process was an amazingly smooth one, and employees, management, and City Council are very pleased with the new software. Working with the BS&A project management folks, IT Team, and each implementation and training specialist was a pleasure. When things didn't work quite right, which was rare, it just provided comic relief!"

–Melody N. Marlowe, Finance Director

Overview

The City of Dahlonega was set to integrate with multiple BS&A applications in 2020, and then the global pandemic hit. Travel bans and City Hall closure caused a shift in plans; instead of the usual way of doing things, where BS&A staff arrive onsite to facilitate the change in software, everyone had to adapt to the new way of doing things remotely. The City put their trust in BS&A, having been assured that BS&A would put forth extra effort to make sure the project stayed on track.

Challenges

The main concern was navigating the pandemic a week before onsite implementation was scheduled to begin at the City. Technical issues, learning new technology, adjustments to working from home, internet and family interruptions... all were possible hindrances to a successful implementation. The City had legitimate concerns, but those concerns were resolved quickly.

Benefits

The City of Dahlonega found themselves accepting of their new normal with a positive mindset and an assurance that BS&A would be there to guide them through all of their training. End-of-day virtual meetings proved tremendously helpful for both follow-up of what had been accomplished that day, and what was needed to move forward. The trust the City placed in BS&A paid off; capitalizing on the positive mindset of the City's staff, BS&A delivered a successful remote implementation. In fact, instead of being a hindrance, the remote implementation proved to be an excellent opportunity for the City and BS&A to focus as a team with fewer distractions. Together, we proved that a global pandemic is no reason to delay an upgrade in software.

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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