Easley, South Carolina

Application: Municipal Financial Management
Total Population: 23,000

Software Users: 16

Customer Thoughts

"It is logical and easy to use. I appreciate how easy it is to research and report on transactions. The technical support staff, when you need them, are extremely easy to reach and are always helpful."

- Joni Smith, Easley Finance Director

Overview

The City of Easley began searching for new software to replace their aging software. This new software needed to have drill-down capability, robust reporting with Excel capability, and fully integrated modules. Powerful budgeting tools, an employee portal, and electronic timesheets were also a must, as were ease of use and reliable customer service. Easley looked at Tyler Encode, used by its court and police departments. Both Tyler and BS&A submitted quotes, and Easley did an analysis comparison of costs over five years. While the two products were similar, BS&A's lower cost and outstanding reputation for customer service won out.

Joni said *"When working for another municipality (St. Joseph County, Michigan) I had the opportunity to choose a software to replace a homegrown AS400 system. I looked at many software companies and decided upon BS&A. The implementation process and training were outstanding. I worked with BS&A at the County for five years before relocating to South Carolina. When the City decided to replace SmartFusion I wanted the opportunity to work with BS&A again."*

Challenges

Before converting to BS&A, Easley used Harris SmartFusion That software was not being upgraded on a regular basis to stay current with technological improvements. Harris' customer support department was hard to contact and not always very helpful. Joni said, *"SmartFusion actually did have some capabilities that the City never used. When I came on board I did not investigate using those additional capabilities because the system was so frustrating to use. We questioned Harris and discovered that there were no plans to upgrade in the near future."*

BS&A Solution

BS&A provided an integrated solution to solve Easley's problem with its current vendor's cumbersome system. BS&A's intuitive, fully integrated applications, coupled with easy reporting and responsive technical support, smoothed the transition from the old to the new.

Benefits

- The Timesheets application eliminates keypunch errors through its ability to import departmental hours from a spreadsheet or third-party source.
- The Business License, Building Department, and Miscellaneous Receivables applications are fully integrated with Cash Receipting, offering improved internal control on managing receivables.
- Cash Receipting's integration with General Ledger and its ability to create deposits makes balancing bank accounts simple and efficient.
- Cash Receipting's integration with InvoiceCloud allows for seamless credit card processing.

BS&A
SOFTWARE

Solving Problems, Fast and Easy

The City's auditors were very pleased with the electronic invoice approvals in accounts payable, which has also been well received by department heads. The budget process began with department heads entering their budget requests directly into the BS&A software and they found it was very helpful for them to have account history and drill down capability. The use of personnel budgeting in the human resources module provided very accurate personnel costs when doing the city wide budget. Joni said *"It was a very positive experience! The implementation team was great. They worked with us to understand our current processes and when appropriate they suggested, but never pushed, new methodologies. They worked with us to come up with solutions to unusual city practices. They made sure our converted data was meaningful and accurate. The trainers are top notch. It works out really well to do the training as you go live. The trainers made sure that we knew what we were doing and were comfortable before the training ended."*

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 solves your problems. BS&A software installations include Community Development, Project and Permits, Zoning and Property Maintenance, Inspection Tracking and Scheduling, Financial Management, and many more. Online and mobile tools give customers flexibility to work anywhere, and dedicated customer service and after-sale support staff ensures that each installation is an ongoing success. Exceptional service is BS&A's number one priority, ensuring your questions are answered by a real person and an experienced staff member every time, and never locked in voice-mail jail, never sitting in an inbox, and never answered by a computer.

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