Chester Town, New Hampshire

Application: Municipal Financial Management
Total Population: 4,768

Software Users: 2

Customer Thoughts

"I have been involved with software development and implementation, so I know how it should work. This process went very well and I am very satisfied. It's seamless– no wasted time while one party waits for another. Crises are going to arise – put the implementation on hold – resume when the crises are averted. Never did I think "it would be a lot easier if they were here.""

– Joanne Smith, Finance Director

Overview

The Town of Chester was scheduled to go-live with BS&A in late 2020 during the COVID-19 pandemic. Due to the environment, the Town was in favor of a remote implementation. They viewed this strategy as far more flexible for everyone and moved forward without hesitation.

Challenges

The main concern was successfully navigating the use of web-communication technology, remote access for users, and quality of delivery. BS&A faced these challenges head-on, and worked closely with the Town throughout the entire process.

Benefits

The Town staff had a positive outlook on the project, and put their need for an updated software system above the previous unknowns of implementing a new system in a remote environment. And although the project was remote, the Town felt like they were treated with professionalism and patience all while receiving the unparalleled support BS&A has built its reputation upon.

Full Service Software That Actually Serves You

With over 2,000 municipal customers and an unprecedented 99% customer retention rate, BS&A has built a reputation as a provider of responsive Financial Management, Public Works, HRMS and Community Development software, and our online tools give customers the flexibility to work anywhere. Our dedicated customer service staff ensures that each customer's experience with our company is an ongoing success – exceptional service is BS&A's number one priority.

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