

Cooper City, Florida

Application: Municipal Financial Management
Utility Billing Customers: 1,100

Total Population: 6,000

Customer Thoughts

"We stuck with our prior solution for a very long time, to the point where they were not maintaining it anymore. We had troubles with their support team and they didn't have an integrated software system. BS&A's support team is phenomenal, and we haven't met anyone who could rival them."

"Our Utility Billing team never felt comfortable with the software. They felt like they weren't in control. Our committee unanimously selected BS&A not just because it's the best product for the money, but also because of their phenomenal teams and great customer service."

- Karen Correa, Cooper City, Assistant Finance Director

Overview

Cooper City, Florida is a bedroom community, and the city is working toward keeping it that way. The city's prior system was not integrated, the support fees were costly with very little return, and the system was antiquated. Cooper City began searching for a user-friendly, integrated, and updated system that their staff was comfortable using. Flexibility was something that Cooper City needed, and BS&A delivered both that and a dedicated customer support team that has a solution to every question. After evaluating two other competitors, Cooper City's committee unanimously selected BS&A.

Challenges

Cooper City's prior system was not only expensive, but not integrated nor user-friendly. The system itself was antiquated and rarely updated. The inconsistency and outdated interface created discomfort among the city's Utility Billing team. They did not completely trust the software, and it limited them to all they could accomplish. Moreover, the Utility Billing team struggled with solving issues and reaching out to the support staff for help. *"We were practically in a state of panic when something came up, and we felt like we were drifting with the system and their support team"* said Karen.

The city also could not predict the budget book with their prior system. *"It was put together with excel and a word doc. Any time you made a change, you had to remember to go back in and update the system. It was all stand alone with no integration"* said Karen. Their prior system required too much paper work to keep up with, limited efficiency, and created extra hassle for the staff.

BS&A Solution

BS&A provided Cooper City with an updated interface, a prepared and knowledgeable support staff, and most importantly, an integrated system that they enjoyed using. *"Each application is setup the same way with the same layout, so we are comfortable navigating each one"* said Karen. With integrated applications, the Utility Billing team is able to efficiently communicate and work with other members of the finance department, thereby increasing productivity on both ends. *"Audit season is now a breeze. With the ability to attach .PDFs and other documents in the applications, we no longer have to worry about so much paperwork. Everything is right there in the system."* Karen added: *"Switching from Harris to BSA improved city-wide efficiency significantly. The ability to drill-down into the General Ledger and get tons of information makes the audit season easier, and allows us to quickly pull up whatever we are searching for."* When it comes to integration, a favored feature is the ability to access any BS&A application from any other application in only two clicks.

With BS&A's support team, Cooper City is now equipped to handle any obstacle that might come their way. *"Client support is excellent. We can always get a problem solved by calling the support staff or a trainer. Their response time is amazing—we wait no more than 10 minutes and they make us feel like we are just as important as their big clients"* Karen said of our support team.



Benefits

Cooper City found the integration and user-friendliness they needed in BS&A. Today, they're able to increase efficiency, cut costs, and truly enjoy using the software.

- An Integrated system provides easy access to all applications at all times
- A Full scale budgeting module allows Cooper City to abandon their Excel/Word Budget entry process for an integrated and user-friendly process through BS&A's General Ledger.
- The ability to attach documents to journal entries, invoices, etc. allow the city to significantly increase efficiency and cut down on paper cost
- The drilldown feature allows users to locate detailed and pertinent information within a few clicks
- A familiar interface with each application allows for increased efficiency and ease-of-use for the end-user
- With Utility Billing now integrated with the rest of their financial management system, Cooper City has been able to serve customers much more comfortably
- Bimonthly updates always keep the program up to date
- A knowledgeable support staff prepared to answer all questions related to accounting and program usage

Solving Problems, Fast and Easy

One of the initial concerns that Cooper City had was in regard to data conversion. With only one person in the IT department, the city knew that a migration would be quite the undertaking. Cooper City did not want to overwhelm their staff with the conversion, so BS&A stepped in to take the load off their shoulders, and the conversion was quick and successful. "The process was very smooth and very well planned" said Karen.

BS&A also deployed a personable and dedicated training team that helped the staff every step of the way. "One of the biggest things for us was the trainers who were here. They related very well to us, they were in the trenches with our staff, and became a part of the Cooper City family" said Karen. "They always took the time to make sure everyone followed along and could function efficiently within the system. We never felt like an inconvenience to them" she added. With BS&A, Cooper City was completely equipped to increase efficiency, tackle new challenges, and maintain the bedroom community status that residents and visitors have come enjoy.

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 on-going 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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