



City of New Buffalo, Michigan

Triumph in Transition: How New Buffalo, Michigan Embraced BS&A Cloud



The Opportunity

The City of New Buffalo, Michigan faced significant challenges with its outdated on-premises software. With the advent of more efficient and scalable cloud-based solutions, the city decided it was time for a change. This case study explores the process and outcomes of their migration to BS&A's cloud-based software.

The Challenge

The City of New Buffalo, Michigan, faced significant challenges with its on-premises ERP solutions before transitioning to the cloud. Reliant on outdated legacy systems that were increasingly hard to manage and maintain, the city struggled with costly and specialized server management requirements. The old software lacked modern features and scalability, hindering staff efficiency.

Outdated On-Premises Software

New Buffalo relied heavily on legacy systems that were becoming increasingly difficult to manage and maintain.

Server Management Issues

Maintaining servers was not only costly, but also required specialized IT skills that the city found challenging to retain.

Lack of Modern Features

The old software lacked modern features and scalability, making it difficult for city staff to perform their tasks efficiently.

Constant Training

New users found it difficult to get up to speed due to limited training and support mechanisms.

“It just makes remote work a lot easier than having to worry about our server here and relying on everything. Any cloud-based system, we knew that would be easier for anyone,” said Kathie Butler, Treasurer, City of New Buffalo, Michigan.

Spotlight

Solutions:

- Financial Management
- Human Resource Management
- Utilities Management
- Community Development
- Assessing and Property Tax

Municipality

City of New Buffalo

Municipality Spotlight

The first city in Michigan when traveling east on I-94 or US-12. It is the heart of Harbor County with a variety of ways to enjoy Lake Michigan, and its downtown provides many dining, lodging, and shopping options.

Population

1,697

The Results

The adoption of BS&A Cloud software has brought significant improvements and benefits to the City of New Buffalo, Michigan.



Successful Data Transfer

Data from multiple modules was successfully transferred to the new cloud-based system, ensuring continuity and accuracy.



Enhanced Remote Work Capabilities

The new BS&A Cloud made remote work significantly easier, providing staff with flexibility they needed.



Improved Performance and Efficiency

BS&A Cloud has delivered improved performance and efficiency, enabling the city to operate more effectively through a unified interface for all modules.



Increase Data Security

BS&A Cloud hosted on Microsoft Azure incorporates advanced security protocols and regular updates, reducing the risk of data breaches and ensuring that sensitive information is protected.

The Solution

The city's decision to migrate to BS&A's cloud-based software was pivotal in overcoming these challenges. The migration addressed their primary reasons for embracing the cloud, including:

Planned and Executed Implementation

The implementation process was meticulously planned and executed to ensure minimal disruption to city operations. Data from various modules was successfully mapped and transferred to the new BS&A Cloud environment.

New Buffalo Citizens

Experienced No Alterations

The citizens' ability to pay utility and property tax bills, and access property details remained unchanged.

Unified Platform

With the migration to the cloud, there is now a seamless integration of data, aligning addresses and customer information more efficiently.

Comprehensive User Training

Users received robust training and support throughout the migration process, ensuring a smooth transition and quick adaptation to the new system.

The Future

Moving forward, the City of New Buffalo, Michigan, is excited to delve into other modules within the BS&A software suite to boost its operational capabilities. Continuous collaboration with BS&A will tackle specific use cases and maximize the utility of the new software. Additionally, the city is committed to partnering with BS&A to provide additional training and support resources to ensure all users can make the most of the BS&A cloud software.

Conclusion

The City of New Buffalo's migration to BS&A's cloud-based software marks a significant milestone in its quest for improved operational efficiency and scalability. The successful implementation and positive outcomes set the stage for continued innovation and excellence.

“We got the migration agreement done either in November or December 2023 and moved over to BS&A Cloud by February 2024. It took about a day and a half, starting on a Thursday afternoon through Friday (to migrate the database), until they joined us on a Monday (for training). So, it was all laid out pretty clearly. We had an idea of what was coming. But then Monday morning rolled around, and we were all like, ‘Alright, what’s the next step?’” said Kathie Butler, Treasurer, City of New Buffalo, Michigan.

Ready to Transform Your City's Operations?

Discover how the BS&A Software cloud solution can revolutionize your municipal ERP solutions just as it did for the City of New Buffalo. Contact us today to learn more and start on the path to streamlined operations, enhanced services, and significant cost savings.

Get in Touch Now!

Ready to take the next step? (855) 272-7638 | www.bsasoftware.com

