



City of Streetsboro, Ohio

Transforming Municipal Finance through BS&A Cloud



The Challenge

For 20 years, the City of Streetsboro, Ohio, depended on CMI Software for water utilities management. However, with CMI Software set to end support for their legacy water utilities software, the City of Streetsboro found itself in need of modern, cloud-based solutions for its water management needs. This initiative led them to broaden their software search to include finance management software as well.

In a bid to modernize its municipal utilities and finance operations, the City of Streetsboro embarked on an ambitious initiative. Faced with outdated systems and inefficient processes, the urgent need for a state-of-the-art solution became apparent. This case study explores Streetsboro's partnership with BS&A Software, detailing their journey to overcome challenges, enhance operations, and set a new standard in municipal management.

“(I’m) very happy because I digitized the (Financial Management) workflows. Now, Directors can be self-sufficient, and my check runs have become so much easier. Everything is digital,” said Matt Miller, Finance Director.

Faced with the imminent sunset of its existing on-premises software, and with a noticeable gap in web-based functionality and integration, the City of Streetsboro found its finance operations bogged down by manual tasks and inefficiencies. The city's leadership recognized the urgent need for a solution that would make a significant difference.

- Outdated software lacking modern features and web-based capabilities.
- Imminent software sunset threatening operational continuity.
- Time-consuming manual data entry and paper-based processes.
- Absence of an integrated system for financial management tasks.

Spotlight

Solutions:

Financial Management

- General Ledger
- Accounts Payable
- Cash Receipts
- Purchase Order
- Fixed Assets

Utilities Management

- Utility Billing
- BS&A Online

Municipality

City of Streetsboro, Ohio

Municipality Spotlight

Streetsboro, in western Portage County, Ohio, is a key part of the Akron/Cleveland metropolitan area. Recently, the city has seen significant growth, becoming a major retail hub for Portage County with the arrival of national big-box retailers like Wal-Mart Supercenter, Target, Lowe's, Home Depot, and Staples. City also supports large manufacturers like Step2, Automated Packaging, Waltco and many more. Recently, more retail offerings include Chick-fil-A, Texas Roadhouse, Popeye's, as well as new commercial activity of LayerZero, FNS Logistics and Restaurant Depot.

Population

16,260 in 2020 Census

The Results

The implementation of BS&A Cloud municipal ERP software resulted in:



Improved Efficiency:

Automation saved time and minimized errors in financial operations.



Cost Savings:

Reduce paper use and streamlined processes saved the city significant expense. This approach supports environmental sustainability and increases operational efficiency, resulting in cost savings across various departments.



Enhanced Reporting

Accurate and timely financial reports significantly enhanced decision-making processes by providing essential information crucial for informed business strategies.



Greater User Adoption

Comprehensive training and support led to widespread acceptance and satisfaction among city staff, now encompassing 30 users, from the Chief of Fire to all City Directors.

“They’re super-fast on their customer support. That’s one of the things that stood out to me. They (Customer Support) got high ratings for that when I was doing the (Software Vendor) Matrix. And (they) just get back with you really quick.”

The Solution

After thoroughly evaluating four ERP software systems, the City of Streetsboro selected BS&A's Cloud ERP software for its proven reliability, extensive functionalities, and tailored approach to smaller municipalities. The BS&A Cloud software solution stood out for several reasons:

- **Cloud-Based Infrastructure:** A shift to cloud computing provided scalability and easier access, while diminishing the management of and security risks associated with physical, on-premises infrastructure.
- **Streamlined Workflows:** Automated workflows and digital processes significantly reduced the need for manual data entry and eliminated the redundancy of manually transferring information from one system to another.
- **Customizable Security Settings:** Role-based access controls safeguarded data integrity and security.
- **Digital Document Management:** BS&A Cloud enabled paperless approaches via integrated scanning and document management capabilities, resulting in more efficient operations.

The Future

City of Streetsboro, Ohio and BS&A Software are committed to continuous improvement and innovation, focusing on:

- **Workflow Optimization:** Refining processes to further enhance operational efficiency
- **Enhanced Support:** Strengthening support and training for city staff.
- **Innovation:** Incorporating the latest technology and best practices to keep the City of Streetsboro at the forefront of municipal management
- **Scalability:** Ensuring the municipal ERP system can grow with the city's evolving needs.

Conclusion

The City of Streetsboro's partnership with BS&A Software has dramatically transformed its municipal finance operations, paving the way for a more efficient, transparent, and effective administration. Through innovation, collaboration, and a commitment to excellence, the City of Streetsboro is well-positioned for future success and continued improvement in serving its community.

Ready to Transform Your City's Operations?

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

Get in Touch Now!