

Clark County, Ohio

Application: Municipal Financial Management
Total Population: 135,000

Software Users: 75

Customer Thoughts

“Some of the best points of working with BS&A are the ease of looking up information, as well as its training new users in the software. Most departments really enjoy having the ability to see real time reports to make financial decisions easier. From day one, the BS&A staff has been great to work with. I cannot say we did not have stumbling blocks, but in the end all is working out for the best.” – Bob Vanderhorst, City Clerk

Overview

Clark County, Ohio is in the upper 25% of population and budgeted dollars in the state. Its economy is fairly stable financially, with a low unemployment rate. The County is one of its larger employers, with over 1,200 full- and part-time employees. It utilized local VMS software operated by ISSG in Springboro, Ohio. This was purchased in 1995 and implemented in 1998. VMS was to be converted to a Windows-based system, but the vendor never provided any updates other than minor ones needed to keep the system operable. The over-abundance of paper and storage of documents, as well as a need for a better way to track and report incoming and outgoing dollars, were factors in causing the County to look at new software.

Along with BS&A, the County evaluated Local Company Software Solutions, Inc. and Tyler Munis as possible vendors. *“We chose BS&A because we believed they would meet and exceed our needs at the time of implementation. Another factor was that the software would be updated regularly and more than likely still in place come 20 years from now. The BS&A staff who demonstrated the software was knowledgeable of the inner workings of the software and did not have to rely on support staff to answer questions we posed to them, and the software was well liked by the customers we contacted as well as visited to view in action. BS&A was also able to demonstrate decentralization of services where the other vendors said they could, but their users were hesitant to agree...the site visits did not show the decentralization working in the field for other vendors, but it did work with BS&A.”* – Bob Vanderhorst

Challenges

The County needed to combine services with other like entities to alleviate the cost burden on the taxpayers, and to eliminate the overabundance of red tape normally associated with governmental entities. No department, other than the Auditor's Office and Treasurer's Office, could view anything in the old system or run reports.

Benefits

By switching to BS&A's Municipal Financial Management software, Clark County can now handle any challenge that comes its way.

- All departments are able to look at real-time data and make more informed financial decisions.
- The County has been able to decentralize duties; one impact of this is that staff can now determine if an invoice has been paid without having to call one of two departments.
- BS&A's powerful import/export capabilities allow staff to capture more detailed information, without sacrificing more time and energy.
- A user-friendly and easily-navigated interface allows for greater efficiency.
- An integrated financial management suite allows greater flexibility for the entire staff.



Continuing Success

As with all BS&A customers, Clark County receives bi-monthly updates to their applications. Updates might include patches, new features, and enhancements that allow customers to operate more efficiently. *“Although we may have fallen down in asking questions during the implementation and training, we found that the BS&A support staff was very eager to work with us to assure satisfaction.”* – Bob Vanderhorst

When it came to training, implementation, and support, Bob stated, *“From implementation, we utilized additional training for a week at a time, four times per year, to make sure all users were comfortable with the system. During that time, we identified items we needed to have added to the software and that we were able to survive in the world once the individualized BS&A support staff was gone.”*

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 efficiently solves the problems of local government. BS&A software installations include Community Development, Projects and Permits, Zoning and Property Maintenance, Inspection Tracking and Scheduling, Financial Management, and many more. Online and mobile tools give customers the flexibility to work anywhere. Dedicated customer service and after-sale support staff ensure that each installation is an ongoing success. Your questions are answered by an experienced staff member every time, never by a computer; you are not locked in voice-mail jail or left sitting in an inbox. Exceptional service is BS&A's number one priority.

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