



Northville Township, Michigan

Extending its cloud-first strategy to optimize municipal operations



The Opportunity

The team at Northville Township has always been forward thinkers.

It had already been using BS&A Software's .NET solution to tie together 14 different BS&A municipal operations applications with a single database. Then, BS&A approached the Township with the prospect of being a beta client on a new cloud-based solution.

“Up to this point, BS&A has been amazing when it comes to their software and support. There was no other software out there that was even close to competing with BS&A,” said Shaun J. Nicoloff,

Information Technology & Communications Director at Northville Township. Plus, from an IT standpoint, the Township had already switched its strategy to cloud first implementation. The main driver for which was shifting the onus of maintaining and updating physical servers to a SaaS provider with the resources and redundancy to effectively manage its data and ensure uptime. Northville Township originally had 12 physical servers in the server room. Now it is down to two, and the data housed on them was no longer mission critical.

So, it wasn't a question of whether to entertain a move to BS&A Cloud, but when and how.

Automated workflows reduce invoice and request reviews from multiple days to **15 minutes**

1 source of data truth across 14 ERP modules.

Spotlight

Solutions:

Full cloud-based Platform

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

Municipality

Northville Township

Municipality Spotlight

A western suburb of Detroit, Northville Township, once a quaint farming region, now is a thriving, active residential and business community.

Population

31,000

“BS&A is always going to be growing and improving.”

said Shaun J. Nicoloff, Information Technology & Communications Director at Northville Township.

The Results

The migration to the cloud addressed Northville Township's primary reasons for embracing the cloud and more, including:



Single sign on

The security of Microsoft authentication and the convenience of employee access from virtually anywhere on any device.



Modern UI

A single, modern, and intuitive user interface for all 14 BS&A Software modules.



Expanded, global search

Global search capabilities – and a single source of data truth – across 14 ERP modules.



Enhanced approval processes

Automated workflows reduce invoice & request reviews from multiple days to 15 minutes.



Cost Savings

Operational cost reduction from the elimination of physical servers and their associated licenses and maintenance costs.



Third-party Integrations

The ability for BS&A to integrate with third-party providers to expand its operational capabilities.

The Process

The team welcomed the opportunity to help build the BS&A beta solution, especially with all the different modules the Township uses..

Northville Township gathered key stakeholders, including a strong lead from IT, to help manage the implementation.

As for the 'how' of the migration, BS&A Software followed this approach:

1. BS&A started by providing the Township a test database to go in and play around. It wasn't live. Nothing could be hurt.
2. BS&A then provided onsite, hands-on operational training for each department.
3. The week before launch, the Township brought all its live data over to a test site for users to go in and play around.
4. For launch, BS&A took down the Township's .NET instance on a Thursday afternoon, and by Monday morning, Northville Township was up in the cloud environment.
5. BS&A planned for two weeks of post-launch onsite training, but by the end of the first week, they were "twiddling their thumbs" because the Township staff were already up and running, so the second week was cancelled.
6. Finally, to address any questions or issues that arose until the official ticketing system was live, BS&A and the Township maintained recurring meetings.

"The transition allowed us to explore new modules and operational efficiencies. Often organizations look at the huge task involved in transitioning, but the chance to explore new ways of operating is definitely a huge plus," said

Wendy Hillman, Finance & Budget Director at Northville Township.

The Future

Northville Township's forward thinking now centers on the next wave of benefits available from the cloud.

For starters, it is experimenting with dashboards and all the available widgets.

"I can see all our processes. I can see my employees' time sheets, the data processing budgets, telephone budgets, and internet budgets as well as their status, and I can dive in if I need to ... and there's probably even more I could do," said Shaun.

Another area that opened a host of opportunities was API integration. "When you move out to the cloud and realize all the other software available and the benefits of integration, all of a sudden your imagination starts flowing ... like what else can we integrate with BS&A to take advantage all the great data?" said Shaun.

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 Northville Township. 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

