Angola, Indiana

Application: Municipal Financial Management; Community Development
Total Population: 8,612

Software Users: 28
Utility Billing Customers: 3,300

Customer Thoughts

"With our old system, application integration was not an option. Therefore, we had to do manual journal entries to get financial reports such as the trial balance and balance sheet. With BS&A's integration and import/export capabilities, we can do that and more."

"We wanted a building department application as part of our overall financial system. We wanted everything to be easily accessible for the users. With BS&A, our department employees can access the budget, authorize payables, review assets, and write purchase orders from their desks."

- Deb Twitchell, City of Angola Clerk-Treasurer

Overview

The City of Angola, Indiana was seeking to add a building department application to their financial system. A robust building application was important, but even more so was the integration between each module. The city has big community development plans over the next several years, and they determined that they needed new financial management software in order to achieve their goals.

Another key need for the city was to be more closely linked with their county. They've partnered with Steuben County on making improvements to city streets and county roads, and will soon be linking Pokagon State Park with the city through a new recreational trail. With a rapidly developing community, it was important for Angola's building department application to be linked with both their financial management system and Steuben County's GIS system.

Challenges

Angola's prior system lacked a building department application and their financials were not well integrated. Further, the applications and functions within them were not user-friendly. Without the building department module, the city was unable to link with Steuben County's GIS system, further restricting their ability to grow, communicate, and make progress. After self-vetting 12 different vendors, Angola chose BS&A Software.

BS&A Solution

BS&A provided the City of Angola with a building application that's fully integrated with their financial management suite. Deb Twitchell, Clerk-Treasurer at Angola said, *"BS&A checked all of our must have's."* When asked what ultimately lead Deb and her team to BS&A, she said *"It was the building department application, the payroll and human resources integration, and the integration between all of the applications."* With BS&A's integrated modules, the city no longer manually enters activity into the General Ledger.

Benefits

By switching to BS&A's community development and financial management software, the City of Angola can now tackle any challenge that comes their way.

- Building and financial modules are now integrated, allowing for a more streamlined process and healthier communication between departments.
- The city can now use Steuben County's GIS information to increase community development effectiveness.
- With BS&A's Access My Gov (AMG), city employees can handle everyday processes over the web.
- BS&A's powerful import/export capabilities allow the city to capture more detailed information, without sacrificing more time and energy.
- A user-friendly and easy to navigate interface allows for greater efficiency.
- With BS&A's integrated Cash Receipting module, the city no longer has to enter each receipt or permit by hand.
- An integrated financial management suite allows greater flexibility for the entire staff.

BS&A
SOFTWARE

Continuing Success

As with all BS&A customers, Angola receives bi-monthly updates to their applications. Updates might include patches, new features, and enhancements that allow cities to operate more efficiently. *"The updates that are included in the annual maintenance fee are great. They help to make the system even more user-friendly and easy to navigate"* said Deb. Today, Angola can import and export information to and from applications, post entries directly to the General Ledger from other financial management applications, and can post building department receipts and permits without uploading them manually or entering by hand.

When it came to training, implementation, and support, Deb said, *"BS&A was with us every step of the way. They're always supportive and very positive. There are always struggles when it comes time to change, and they always kept us moving in a positive direction."*

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.

To learn more visit www.bsasoftware.com or call 1-855-272-7638

Service, Solutions, Support...Satisfaction

BS&A
SOFTWARE