

Cole County, Missouri

Application: Municipal Financial Management
Total Population: 76,920

Software Users: 45
Utility Billing Customers: 50

Customer Thoughts

"We wanted to get off our old AS400 system, and BS&A has excelled over that system completely. We were concerned about going paperless and adjusting our payroll process, but BS&A adapted to our needs in every way."

"One of our goals was to move from the AS400 to a more integrated system. With BS&A, we can approve journal entries and invoices online, each application is only one click away and our import and export processes are much more user-friendly."

- Kristen Berhorst, County Auditor

Overview

Cole County was looking to replace their antiquated AS400 financial management system with an updated system that offered deeper integration, a paperless process, and the ability to approve invoices, journal entries, and more online. Cole County selected BS&A and quickly realized that their import/export processes, integration, and user-friendliness greatly excelled over their prior system.

Challenges

Cole County's original system was antiquated, cumbersome, did not allow for an updated paperless process. It lacked the integration and ease-of-use that the county was seeking. After reviewing offers from two other vendors, Cole County selected BS&A for a much more advanced system that continues to meet their needs today.

BS&A Solution

The payroll solution quickly became Cole County's favored upgrade compared to their previous system. With BS&A, users can be added easily, imported through excel, and all employee data can be exported to a BS&A report, or a workable spreadsheet as needed. If Cole County needed to tweak a report, our implementation and support teams were prepared to meet their needs. With BS&A's support team, Cole County has the knowledge and the people they need to accomplish any task on the docket, no matter the simplicity or complexity.

Benefits

By switching from an AS400 to an updated system with BS&A, Cole County was able to go paperless, create online approval processes, and accomplish more tasks at a much faster rate:

- The user-friendliness allows tasks to be completed faster, increasing the County's overall efficiency
- The new paperless process saves the county time, money, and adds a modern method for generating reports, handling approvals, and more
- Online approvals allow users to approve invoices, journal entries, purchase orders, and much more from home and even on a tablet
- BS&A's integrated system adds to the efficiency and ease-of-use of the effective processes already in place
- With each application only one click away, it is easy to jump between applications and multi-task as needed
- Importing/exporting to and from excel went from being a time-consuming process to a task that can be completed in minutes
- BS&A's notifications feature allows users to be updated in real-time as tasks hit their docket. They no longer need to manually notify other users when an invoice needs to be approved



Continuing Success

BS&A provided an integrated system with extensive flexibility at a price that Cole County could not pass up. With BS&A, Cole County now has an updated payroll process, a paperless process, true integration, and a user-friendly system. These new features have allowed the county to increase efficiency and cut operating costs. With BS&A's dedicated support staff, Cole County always has the resources and tools they need to learn about new functions in the program, solve problems, and increase efficiency. *"BS&A's support system is the best we've ever seen. We always get a call back within 15 minutes, and the implementation staff was on-site for 3-4 weeks ensuring that we were well-equipped to not only use the system, but to use it to its fullest extent"* said Kristen. *"Overall, the training and support staff experience has been excellent. They are very accessible, they answered all of our questions, and we had a number of conference calls to discuss questions which was very helpful"* Kristen added.

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.

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