

# Greenfield, Wisconsin

**Application:** Municipal Financial Management  
**Total Population:** 36,000

**Software Users:** 90  
**Utility Billing Customers:** 10,272

## Customer Thoughts

*“As a city attempting to create a destination for the surrounding area, we felt the need to update our financial management system. Our previous system was antiquated, not user-friendly, and their updates did not solve the problems that we were facing with the system.”*

*“We knew we wanted our new system to be based on current IT infrastructure, user-friendly and dynamic in meeting our needs. With user-friendliness leading the way in making the decision, we ultimately chose BS&A Software and received much more than simply a clean interface.”*

- Paula Schafer, City of Greenfield Finance Director

## Overview

Greenfield, Wisconsin has been working hard at making their city a destination for the surrounding area, and the State of Wisconsin alike. In order to continue pushing for progress, they city realized that they needed to update their financial management system in order to achieve their goals. Their prior system was antiquated and the updates did not truly improve the system. From the IT and support teams to the back end of the system, everything was slow and cumbersome. When asked about her impression of BS&A, Paula Schafer said, *“BS&A is the software of the future.”*

## Challenges

Greenfield’s antiquated system not only lacked substantial software updates, but the hardware that interfaced with the system caused problems as well. Both required too much manual maintenance and basic processes were time-intensive. The system itself infringed on the progress Greenfield was making in developing their city. The IT and support staff was slow to respond and the solutions offered were not helpful. All of this, combined with an interface that was not user-friendly, led Greenfield to seek a new solution that would be an addition to their initiatives, rather than a hindrance.

## BS&A Solution

After selecting BS&A, Greenfield was able to see firsthand how a user-friendly system and a knowledgeable support staff can increase productivity. BS&A’s solution provided the city with the tools and the people necessary to smoothly migrate data, adapt to the city’s needs, and present a clean interface that is helping Greenfield to achieve their goals. When asked about what she personally liked about BS&A, Paula said *“The knowledge of the support staff is outstanding. I call with a question on something I’ve never seen before and they either have an answer or get back to me within a very short amount of time.”* Further, Greenfield’s IT team was searching for a new system with a current IT infrastructure. BS&A provided that upgrade along with a more dynamic user experience, new paperless processes, web-based features (i.e. online paystubs and timesheets), and a Utility Billing program that is concise yet integrated.

## Benefits

By switching to BS&A’s financial management software, Greenfield was able to increase productivity, go paperless, and enjoy a more user-friendly experience.

- New paperless processes and web-based processes saving the city time and money
- Upgraded, current system with new infrastructure and clean interface
- Bi-monthly updates that truly improve the system
- A knowledgeable and responsive support team available for any questions
- Overhauled reporting capabilities allowing the city to generate stronger reports
- A Utility Billing application that is all in one place, yet deeply integrated with other BS&A applications
- A user-friendly experience allowing daily processes to be completed efficiently
- Automated email system notifying users when tasks are due
- Online inspections allow the city inspector to present data online



## Data Migration and Conversion

As with any municipality or county preparing to move to a new software system, data migration was a big concern for Greenfield. Converting to BS&A from their old system, however, was a very smooth process. *“We had zero trouble migrating data over to BS&A. The conversion in total was fantastic. They showed us examples of how they converted data from our old system to BS&A for other customers, so we were able to see exactly how our data would appear”* said Paula. *“We were able to pull the data, and work with the project management team to display it in a way that both parties thought would be best”* Paula added.

The implementation and training teams had quick answers, did not delay to provide a response, and spent several days onsite helping the Greenfield staff to get well-acclimated to the software. Paula said *“Implementation and training was great—Project Management made sure they knew exactly what would happen at each step in the process. They coordinated the entire process very well, and the implementation and training team solved problems as they came up, not days after the fact.”* She added, *“Having been through multiple conversions and software migrations, this is the easiest one I’ve ever had. The process was as smooth as anyone could expect.”*

## 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](http://www.bsasoftware.com) or call 1-855-272-7638**

**Service, Solutions, Support...Satisfaction**

