

Hutchinson, Wisconsin

Application: Municipal Financial Management
Total Population: 14,000

Software Users: 30
Utility Billing Customers: 5,000

Customer Thoughts

"Hutchinson is a regional center. We try to provide the community with big amenities but we still like to have the small town feel. We began searching for new software because our current solution's yearly support fees and licenses were too costly. We wanted to save money, but not lose functionality. BS&A was definitely the best option available."

"The functionality and ease of use of BS&A's solution caught our attention, and every customer of theirs that we called had great things to say. They literally handed us a list of every single customer and said 'call anyone.'"

- Tom Kloss, Hutchinson IT Director

Overview

The City of Hutchinson began searching for new software that provided the same or expanded functionality, without substantially increasing costs. BS&A stepped in and beat out 5 other vendor's solutions. Hutchinson chose BS&A for functionality, ease of use, numerous happy customers, greater efficiency, and primarily for the outstanding support staff.

Challenges

Before converting to BS&A, Hutchinson used two different platforms; one for financials, and the other for utility billing. Using both systems increased cost and decreased efficiency, especially for utility billing. Daily tasks were time-intensive and became a burden on the staff. Operating both platforms had its disadvantages when it came to integration, but more so when it came to ease of use. Hutchinson needed a system that was user-friendly, cost efficient, and integrated.

BS&A Solution

BS&A Provided the City of Hutchinson an integrated system that allowed them to streamline the utility billing processes and increase productivity with a user-friendly interface and dedicated support team to back it up. The utility billing module itself greatly improved Hutchinson's efficiency. When asked about the support experience, Tom said *"We love that when we call for support, we talk to someone right away or within 15 minutes. They are very responsive, and all updates are done twice a month right on schedule which is great – it's a routine that people like."*

Benefits

- An integrated system that puts Hutchinson's utility billing and financial management modules under one roof, providing a much faster utility billing process
- A fresh user interface that has increased productivity
- A responsive support team allows Hutchinson to complete tasks and get answers to questions faster
- Bi-monthly updates is a routine that they enjoy, and each one brings stability improvements or new features
- A better timekeeping system allows the city to achieve financial savings every year
- The city has been able to cut costs while increasing productivity through the system's integrations, functionality, and easy-to-use interface



Solving Problems, Fast and Easy

With Hutchinson's prior system, they not only lost dollars but efficiency as well. Utility billing was not integrated with the rest of their financial management applications which was a hindrance. Integration, coupled with a better timekeeping system, has allowed Hutchinson a more efficient and less costly method for handling day-to-day processes. *"The utility billing process was so much quicker than with other companies,"* said Tom.

After issuing an RFP and seeing demonstrations from three other vendors, Tom mentioned that his biggest question was if they were going to receive what the vendors were advertising. He said, *"I would say with BS&A, we definitely did."* In regard to the implementation and demo process, Tom said *"As far as service goes, BS&A went overboard when it came to implementation. They went above and beyond making sure there were no inaccuracies after we left. Their support staff is exactly what they advertise it to be and more."*

As with any customer looking to convert to a new software platform, Tom mentioned that it was *"Intimidating to go out and look for a new product, but what BS&A sells is what they actually deliver. You have to have trust with the company you're working with, and we have trust with BS&A."*

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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