

Overland, Missouri

Application: Municipal Financial Management

Software Users: 29

Total Population: 16,000

Customer Thoughts

"BS&A took the time to ask questions about our processes, from business licensing and cash receipting, to payroll and human resources procedures. With the information we provided, BS&A showed us how we could use the system without changing all of our procedures in the process. Other vendors told us we would have to change our internal procedures and processes to use their system." – Melissa Burton, City Clerk

Overview

The City of Overland, Missouri needed to bring its accounting software into the 21st century. Governmentor was antiquated, not user-friendly, and very limited in reporting and access. The new software had to be user-friendly, allow department heads to access information, and provide seamless integration between department software and users.

Challenges

BS&A provided the City of Overland with applications that allow departments to review expenses and revenues at their convenience, rather than having to wait on finance personnel or month-end reports. BS&A's onsite Implementation & Training team worked diligently to get everything in place as needed, and to provide solutions to internal issues, such as cash receipting bottlenecks. BS&A's ultimate goal is to create a software environment that works best for the client. *"I considered the BS&A implementation team [to be] the expert in the implementation process and relied on their assurance [that] the transition would be as smooth as possible, and it was."* – Melissa Burton

Benefits

By switching to BS&A's Municipal Financial Management software, the City of Overland can now handle any challenge that comes its way.

- Modules are now integrated, allowing for more streamlined processes and healthier communication between departments.
- The staff can now customize reports for flexibility and accuracy, and ease the transition between reporting periods.
- With BS&A Online solutions, staff can handle everyday processes over the web.
- BS&A's powerful import/export capabilities allow staff to capture more detailed information, without sacrificing more time and energy.
- A user-friendly and easily-navigated interface allows for greater efficiency.
- An integrated financial management suite allows greater flexibility for the entire staff.



Continuing Success

As with all BS&A customers, the City of Overland receives bi-monthly updates to their applications. Updates might include patches, new features, and enhancements that allow customers to operate more efficiently.

"The application updates, customer service, tech support, and online assistance are available without additional charges. This is a huge advantage [over] the other software companies we considered." – Melissa Burton

When it came to training, implementation, and support, Melissa said, *"I tell others to consider BS&A for their municipal software needs. The service and support we have received have been more than we ever expected."*

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 efficiently solves the problems of local government. BS&A software installations include Community Development, Projects and Permits, Zoning and Property Maintenance, Inspection Tracking and Scheduling, Financial Management, and many more. Online and mobile tools give customers the flexibility to work anywhere. Dedicated customer service and after-sale support staff ensure that each installation is an ongoing success. Your questions are answered by an experienced staff member every time, never by a computer; you are not locked in voice-mail jail or left sitting in an inbox. Exceptional service is BS&A's number one priority.

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