

**WORK STUDY SESSION
JULY 13, 2020
5:30 PM IN THE COUNCIL CHAMBERS**

- 1. CALL THE MEETING TO ORDER**
- 2. FINANCIAL SOFTWARE DISCUSSION**
- 3. ADJOURN**

Financial Software Recommendations

Erik Hansen, City Administrator

Peggy Zwach, Office Manager

July 13, 2020



Come Along for the Ride

Financial Systems

- Banyon is a poor computer software
 - Outdated technology run on an Access database platform
 - Constantly crashes and causes us to lose data
 - Is slow and causes reductions in productivity
 - Customer service from their staff is lacking
 - Reporting insufficient – difficult to measure performance



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New Software Needs

- Better customer service
- Stable, modern platform
- Eliminate paper workflow
- Effective reporting tools for staff
- Works well with other systems and vendors



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Financial Systems

- Received proposals from three companies:
 - Tyler Technologies
 - Civic Systems – Caselle software
 - BS&A
- Chose these companies on the basis of:
 - Recommendations from other city managers
 - Recommendation from Abdo Eick & Myers
 - Review of what local cities use



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Evaluation Process

- Spoke to company representatives
- Webinars on functionality
- References from other cities
- Feature and cost matrix



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Recommend Civic Systems

- Tyler Technologies has impressive software but at three times the cost wasn't best choice
- Caselle software and BS&A were close in cost and functionality, but there were four big differences:
 - Civic Systems customer service is 24/7
 - Civic Systems is fully mobile app enabled
 - Civic Systems payroll and timeclock features are more advanced
 - Civic Systems will not require hardware upgrades



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Cost and Implementation

- \$54,700 cost of software payable in 3 annual installments at 0% interest with first payment due at contract date
- \$7050 annual cost – Banyon currently costs \$6010 a year
- Implementation beginning in August of 2020 with go live date January 1, 2021



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Questions



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	BANYON	CASELLE	BS&A	TYLER TECHNOLOGIES
Finance				
Reporting	Yes - can make some modifications to built reports but not make new	Yes - over 500 built and can build own	500+ can be changed & modified to pick & choose data	600+ can make any you want
Vendor	Can create & change based on settings of user id	Can create & change based on settings of user id	Can create & change based on settings of user id	Look up & create
Budget	Creates but no automation or tracking other than a warning one time if over budget when paying bills	Creates and monitors - Green, Yellow, Red warning if over and when approaching	Creates - viewing Multi year & long range forecast but no warnings unless over budget	Prior- Current - future planning - includes warnings and creates auto report of over budget or can set up warnings for % used to
Support	8-5pm	24/7 online - calls are 7am-5pm	8:30-5pm	24/7 via internet - set hours for phone calls **
Invoices scanned	No	Yes goes through approval process electronically	Yes goes through approval process electronically	Yes
Training	At Banyon as needed	Offsite - Madison WI with 90 days of support directly from the trainer you have. After that will be handled by Customer Service. Will be on site for conversion. Creates videos for easy access to the "How do I..."	Yes - annually in multiple states but not in person this year	Yes on site
Years from Banyon	NA	As many as we want - suggest at least 3	Limit is 10 years - all history	Quoted as bringing over as much as we can provide out of Banyon
Mobile and cost?	No	Yes - part of Time Entry also no cost	Yes in browser only tho and time keeping is put in as hours not time stamped	Yes 0
Scanner Required for invoicing	Not applicable	No - can save as pdf from email or drop into Caselle	No - Drag & drop from email	No - drag & drop
Project Accounting				
Assignment of #	Yes	Yes	Yes or you can create your own	Yes
Fiscal or beyond?	Whole project plus tracks by year	Whole project plus tracks by year	Rolls over year to year for project	both
Reports	Yes as budget or by project	Yes as budget or by project	Multiple by year or by project	Yes
Auditing				
Tracks all users modifications?	Yes	Yes	Yes - audit trail shows all mods - audit is in every module	Yes
Reporting available for all modifications?	No have to look at trans to see who made changes	Yes	Yes	Yes
Payroll & HR				
W2 automatic	No	Yes - to portal	Yes - to portal	Yes
Payment History	No	Yes - to portal	Yes - to portal	Yes
User use mobile	No	Yes	used by browser	Yes
Auto step pay increase	No	Yes	No - it has to be authorized - tasks - mass rate change - schedule and it will list who that month has anniversary	Yes
Align account to dept paying (IE: Fire to savings/PD to checking acct)	Manual	Same as Banyon - can set certain amounts, but still manual to switch accounts	No - possibly setup as an active only on quarterly but unsure. For sure if one is direct - one as check	Yes
Does Open Enrollment	No	No	no	Yes
Mobile timekeeping	No	Yes	Kind of - mobile can enter hours but does not have check in/out	Yes Yes
Utility				
Inactive with credits identified	Yes	Yes	Yes	
Service orders automated	No	Yes	If we purchase - additional cost	Yes
Badger Meter compatible	Yes	Yes	Yes	Yes - but to only one email address - can send a copy to SW
PSN compatible	Yes	No	Yes - owned by invoice cloud	Yes
Certified processing	No - write off and manually send to county	Yes - automatically makes file to county	Yes to county by date that has outstanding	No - has own online service
Payment Arrangement tracking	No	Yes - used as contract payment	Yes	Can do chargebacks Yes
Billing/Receipting				
Load & retrieve reads	Yes	Yes	Yes	
Barcode reading of invoice	Yes	Yes	Yes	can be partial route or full route - can start processing before we calculate as reads come in
Online payments	Yes - PSN	Yes - own payment site	Yes - PSN	Yes
				Own system
ANNUAL COST	\$ 6,010.00	\$ 7,050.00	\$ 2,820.00	\$17,033- Server OR \$32,708 Cloud
START UP	N/A	\$ 54,700.00	\$ 61,675.00	\$132,769 Server OR \$96,270 Cloud
PAYMENT PLAN		3 Payments: 1st 1/3 2020; 2nd 1/3 2021; 3rd 1/3 2022 at 0%	3 Payments - 1st -\$20,970 execution of agreement; 2nd \$17,270 start of training; 3rd \$23,435 completion of training	3 Payments - 1st -\$20,970 execution of agreement; 2nd \$17,270 start of training; 3rd \$23,435 completion of training