







## AT A GLANCE

### City of Livingston, TX

-  Customer Since 2017
-  Population: 5,130
-  Payroll Employees: 84 full-time
-  Caselle Licensed Users: 4
-  Operating Budget: \$26,000,000
-  Metered Services: 2

## Challenges

The City of Livingston needed new software that would allow them to grow and improve their processes. With a firm deadline the implementation process was a big determining factor.

## Results

Caselle and Livingston had continual communication from day one, which was invaluable to their success. With the help of a dedicated team, Livingston was up and running smoothly within their time limit.

## Benefits

- Ongoing communication throughout.
- Partnership approach through processes.
- Teamwork between Caselle and City.
- Strong implementation processes in place.
- Run legacy and new systems parallel.
- Finished ahead of timeline requirements.

*"One of Caselle's greatest strengths are the people."*

- Patricia Crawford  
Finance Manager

Case Study | Livingston, TX

## The City of Livingston Partners with Caselle to Implement New Software



### THE JOURNEY

The City of Livingston, Texas required a new government accounting software to support their growing needs and to reduce manual processes. As they considered which platform was best suited for their city, they also evaluated each provider's implementation process. Livingston staff not only needed guidance during implementation but wanted to run both systems in parallel as part of their implementation strategy.

With a firm "go live" date in place, the city sought a partner that had expertise and experience converting from their legacy system and that could support them during and after their project completion. After a thorough evaluation of software features, the implementation process and customer support, Livingston chose Caselle.

*"There is something unique about the Caselle culture. It doesn't matter who you talk to. Everyone is willing to help."*

- Patricia Crawford  
Finance Manager

### THE SOLUTION

To ensure an efficient and smooth implementation process, Caselle and Livingston engaged in regular and ongoing communications early on. Caselle encouraged the city to ask a variety of questions during the software demo and at every stage of the project. This open and ongoing communication proved to be invaluable to the project's success and allowed Caselle and the city to work together as a unified team.

"From day one, Caselle approached this as a partnership and they were incredibly supportive. We felt like we were all on one team that was working towards the same goal" said Finance Manager, Patricia Crawford.

When an issue arose, the dedicated Caselle team was there to support the city and to keep the project moving forward on pace. "Brett is my hero. He spent countless hours with me during the implementation process. Because of his dedication, we saved a tremendous amount of time. He helped us to avoid challenges that would have come up following implementation."

In addition to Caselle's strong project team, Caselle's implementation processes and guiding documents also supported the city's implementation experience. A comprehensive project plan helped guide the project and provided clear expectations. After four months, the city's new software was up and running. By running the legacy system in parallel with Caselle's, Livingston was able to compare data and to ensure the new system was working without errors. Parallel running also provided a solid training foundation for staff and allowed for system modifications prior to going live.

*"Our implementation process with Caselle was very smooth. They approached this as a partnership and were very supportive."*

**- Patricia Crawford  
Finance Manager**

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## THE CONCLUSION

The City of Livingston successfully transitioned to Caselle government accounting software ahead of their project timeline. While Caselle's implementation best practices provided the framework for a smooth transition, it was also the Caselle staff and their unwavering commitment to the city's success that allowed Livingston to transition quickly and seamlessly. Caselle's proactive and collaborative approach minimized conversion challenges, saved time and maximized the city's investment in the new software.

\* Data and statistics gathered in September 2018

