CASELLE®

AT A GLANCE

City of McPherson, KS

- Customer Since 2014
- Population: 13,500 (2010)
- Payroll Employees: 150
- Caselle Licensed Users: 15
- Operating Budget: $9,500,000
- Metered Services: None

Challenges

The City of McPherson needed a government accounting software solution that would streamline their processes and provide their city with better customer support. After engaging in an extensive RFP process, the city chose Caselle.

Results

Since transitioning to the new software, they have saved 4 full workdays each month; which has ultimately resulted in significant cost reductions and more efficient employees.

Benefits

- Reduced Payroll process to 3 hours
- Saved a full day in enter invoices process
- Increased efficiency with Cash Receipting
- Simplified processes with Checklists
- Personalized customer support

> "From the very beginning, we felt like we were part of a family and weren't just another sale for them."
>
> — Bo Moddelmog
> Asst. City Manager

Case Study | McPherson, KS

What McPherson Wants You To Know Before You Purchase Government Accounting Software

SUNFLOWER STATE
KANSAS

THE JOURNEY ▶▶

McPherson explored six different government accounting software solutions before choosing Caselle. Over a period of six months, the city met with each company to ask questions and review product demonstrations. After narrowing their search down to their top three providers, the city then requested each vendor return for a second presentation.

During these final stages, McPherson also reached out to several other cities to request feedback about their user experience, ease of use, and how satisfied they were with each company's support model. The feedback they received was unanimously positive when it came to Caselle.

From the beginning, McPherson felt a connection with Caselle. The sales and implementation teams were personable and communicative. This was especially important to the city since the customer support experience they had received from their previous software provider had been unreliable and inconsistent.

THE SOLUTION ▶

Prior to Caselle, the city's Assistant City Administrator and City Clerk struggled to complete the payroll for 150 employees efficiently. Their existing software was challenging to navigate and resulted in time consuming and cumbersome procedures. Since implementing Caselle, the city has transformed their payroll process and is now able to complete the job in three hours as opposed to the day and a half it previously took them. Accounts Payable allows their Accounts Payable Clerk to enter invoices much more efficiently, and has saved them well over a full day's worth of work.

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The Cash Receipting module has not only helped McPherson streamline, but has also empowered the city to provide a better customer experience to their own customers. Employees no longer have to hand write receipts. Through a single step, city employees can accept and process payments, getting customers in and out of their office quickly. When a customer requests information from Cash Receipting, Caselle's software also allows them to print it off easily.

The Checklist feature in the various Caselle modules has been one of the city's favorite software assets. According to the city's Assistant City Administrator Bo Moddelmog, "one of the things I've liked most about the software is the customizable checklist in each module . It simplifies everything for us, and the online functionality with timesheets is a huge timesaver for us ." Rather than hand entering timesheets, the city can sync directly into Caselle."

In addition to their improved and streamlined accounting processes, McPherson now receives the personalized customer support they were seeking during the RFP process. "Communication is one of Caselle's strengths. From the very beginning, we felt like we were part of a family and weren't just another sale for them. We get support very quickly from Caselle, and they prioritize our needs. If we call to ask a question and they don't know the answer, they will find someone who does." By attending Caselle's annual conference, the city also gets to connect face to face with Product Owners; who are committed to improving the software community.

> "*Everyone here in the office absolutely loves Caselle. Our old software company often took at least a day to get back to us. We get support very quickly from Caselle, and they prioritize our needs. If we call to ask a question and they don't know the answer, they will find someone who does. We definitely couldn't have chosen a better software company to work with. We have been very happy with them.*"
>
> **- Bo Moddelmog**
> **Asst. City Manager**

THE CONCLUSION ▶▶▶

Since transitioning over to Caselle software, McPherson has streamlined their accounting processes, improved their customer experience, and enhanced the quality of their city employee's work day. For other cities who are considering a new software solution, McPherson suggests "they should not only consider the software that they are purchasing, but the people who come with it. You won't just be another number with Caselle. They genuinely care about you and want to work with you"

* Data and statistics gathered in July 2017