



govgear

City of Brevard

Quick Facts

Name:

City of Brevard

State:

North Carolina

Population:

6,786

Solutions:

Financial Management
Payroll and Human Resources
Billing and Revenue Management
eGovernment
Managed Back-up Solution

Client Since:

2006

The City of Brevard, North Carolina, is located in the heart of the Blue Ridge Mountains. The City is part of the "Land of Waterfalls," which is home to over 260 waterfalls.

When the City of Brevard was faced with a DOS-to-Windows upgrade of their accounting software, they decided it was time to explore their options and look at other software packages. Years of inadequate service and support, along with poor reporting capabilities only added to the list of reasons why the City was interested in making a change. After learning that Transylvania County, the county in which Brevard is located, purchased CSI's software, the City turned to CSI for help.

Raising the Bar

After using an outdated software system for many years, the City was impressed with CSI's commitment to providing up-to-date software and services. After their initial purchase of CSI software, the City continued to add functionality with new product and service offerings from CSI.

Terry Scruggs, Brevard's Finance Director, recognized the importance of business continuity. So when CSI began offering Gemini, a managed back-up solution, Scruggs signed up for the service. Now, Scruggs and his staff can rest easy knowing they have an effective data recovery plan in place that ensures business won't come to a screeching halt if an accident happens or a disaster strikes.

City of Brevard

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Terry Scruggs
Finance Director
City of Brevard

Similarly, when CSI launched an eGovernment software package, Scruggs saw an opportunity to increase the level of service the City provides to its citizens. Scruggs is pleased with their decision to implement the Online Bill Pay feature of eGovernment that allows citizens to access, review and pay bills online. He explains, “It expands the customer service aspect of our business and basically reduces foot traffic at the collection window.”

An Auditor's Dream

The City has seen improvements to the year-end and audit process since changing to CSI. In Scruggs words, the City's new software system has “more reporting options and an overall expansion of information for each module.” With CSI's system multiple years can be open at the same time, allowing users to keep the current year open during the audit process while working on the budget in the future year.

The program's email capability has also made Scruggs' job less complicated. Now he can run a report and email it from the software directly to his auditors. This feature has helped the

City's auditors meet their goal of moving toward a paperless system and has reduced the number of trips they make to the City each year.

CSI's user-friendliness has made it easy for auditors to use the system when they do pay a visit. Scruggs says, “I have versed them somewhat in CSI's software, and they come to our office, log in and get any information they want instead of quizzing me or other staff.”

CSI's Supporting Role

Poor support is now a thing of the past for the City of Brevard. “CSI's service is tremendous. I can't say enough about the responsiveness,” says Scruggs. CSI's knowledgeable support team works hard to respond to support requests quickly and resolve any issues in a timely manner. Scruggs adds, “Frequent software updates and requests for changes are also handled in a timely manner.” With a responsive support staff and an up-to-date product, the City of Brevard knows it's in good hands with CSI.