



govgear

City of Rockmart

Quick Facts

Name:
City of Rockmart

State:
Georgia

Population:
3,870

Solutions:
Financial Management/Accounting
Municipal/Utility Billing
Automated Workflow
Biometric Time & Attendance
IP Telephony
IP Surveillance/Security
Wireless WAN

Client Since:
2004

Rockmart, Georgia is home to the Silver Comet Trail. Hikers and bicyclists enjoy the trail that extends from just north of Atlanta all the way to the Georgia-Alabama line.

In 2004 Rockmart City Clerk, Pam Herring, realized the City had a need for a more robust software system. This was one item on a long list of technology challenges that the City faced.

Rockmart, We Have a Problem

As Herring talked with other key employees and council members, she realized it was time for the City to undergo a technology 'extreme makeover' that would include improvements not only to the existing software systems but also to network infrastructure and telephone systems. "It was just older technology, she said. We needed to pull something together that worked better for us and our citizens." After several discussions with CSI representatives, Herring realized that there was one vendor who could help their diverse technology plan and its execution.

In the Know

As City Clerk, Herring was constantly faced with the inefficiencies of the City's financial and billing software. For example, both the purchasing and budgeting processes needed to be updated. Handwritten purchase orders were issued without any knowledge of budget balances. And only those at the main

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“We’re in a position where we can build on it [technology]. And not only are we in a position to deal with the growth, we won’t have growing pains as far as technology’s concerned.”

Pam Herring
City Clerk

building had access to purchase orders and budgets. All others received this information in a report at month’s end.

Now, all department heads stay up-to-date on expenditures and budgets. Even those at remote locations have online access.

Check It Out

Simple changes to the way checks were processed also gave the City a boost in efficiency. Before using CSI, all accounts payable and payroll checks were hand signed. Now they’re electronically signed. In the old system there was no way to reprint checks or water bills, when errors were made or items were lost. CSI’s void and reprint features eliminate this problem.

Reaping the Benefits

Not only did Rockmart replace their existing software, they also added advanced technology such as a scanning and imaging solution. This change helped them reach their goal to shift to paperless.

The City also implemented a Time & Attendance system with biometric time clocks. Before, each location used a

different means of accounting for time worked. The new system enables the City to capture more accurate data.

Rockmart quickly began receiving recognition for its improved technology. Rockmart received the 2005 Growing Georgia award for this technology project. But more importantly, city residents began noticing the difference.

At Your Beck and Call

Of all the other technology projects implemented by CSI the IP Telephony solution was the most noticeable. “The phone system is one thing that the general public is most aware of,” said Herring. Before, staff members throughout the city encountered constant problems when faced with the task of transferring customers. Now they can call one number and be transferred to any department instead of having to hang up and call back.

Ready, Set, Grow!

For a city that’s on the verge of great growth - and with only 68 employees - the new software and technology gives them an edge in managing the expected influx of new residents and demands.