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## Thomas County

### Quick Facts

Name:  
Thomas County

State:  
Georgia

Population:  
44,692

Solutions:  
Financial Management/Accounting  
Payroll/Human Resources  
Business Licenses  
DeliveryPoint  
Gemini Managed Backup Solution

Client Since:  
2003

Located in Georgia's plantation country, Thomas County is home to the largest oak tree east of the Mississippi River, the Big Oak. The Big Oak is more than 325 years old and boasts a limb span of 162 feet.

After years of running a DOS-based system, the experienced staff at Thomas County was ready for a change. Laura Nichols, the County's Finance Manager, was frustrated with the inadequacies of a system that made conducting day-to-day operations difficult. Nichols' 30 years of accounting experience and knowledge proved invaluable when searching for a new software provider. When she heard about CSI, who had an equal amount of public sector experience, she was anxious to learn more.

#### DOS-ASAURUS Becomes Extinct

Dealing with an outdated program became a thing of the past when Thomas County changed software vendors. The County quickly discovered the many ways CSI would benefit them. The improvements over their old DOS-system included enhanced navigation, better reporting, increased speed, and prompt support.

#### Striking Improvements

Before the County began using CSI, completing day-to-day activities had become a chore. The staff had to endure opening a separate screen for each function, even for routine tasks they performed many times each day. After viewing a software demonstration, Twink Monahan, the County's Purchasing Director and County Clerk, was able to see how the CSI program would alleviate her problems. Now with CSI, users could multitask by

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“We are pleased with CSI. Now we can receive important updates without having to pay extra charges.”

Twink Monahan  
Purchasing Director and  
County Clerk  
Thomas County

working in multiple modules without closing screens. Efficiency was further improved by eliminating the need for duplicate data entry.

In addition to improved software functionality, CSI's engineering staff networked the County's computers so the staff could easily access and share information stored in the new accounting system. Prior to being networked, one person had to enter all purchase requisitions into the system and print paper copies of POs that were then manually distributed. Networking the computers improved this process and many others throughout the County. Now, users in any department in the County have the ability, with proper rights, to create requisitions and view purchase orders. They can also conveniently view budget information they need, when they need it.

### Training Made Easier

Another pain point for the County was the difficulty of training staff to use the system. Monahan explains, "Our previous system was not written for employees who did not use it on a regular basis." Because CSI has standardized menus, which are listed by processes in the order they are performed, training became much easier.

Monahan was also impressed when she learned that her trainer was not only an expert in the software, but had extensive knowledge of fund accounting practices. "Our trainer's experience sold us. She demonstrated that their system was written especially for counties," she said.

### Eliminate the Unexpected

The County's maintenance agreement with their previous vendor was also lacking. The biggest concern was that the County had to pay for its software updates each time they were released. This was difficult for Thomas County to budget as there was no way to determine how many updates they would have during the fiscal year or what the price for each update would be. Since CSI's updates to the software are included as part of the maintenance agreement, Thomas County's budgeting woes are a distant memory.