



govgear

Tuscaloosa County

Quick Facts

Name:
Tuscaloosa County

State:
Alabama

Population:
171,159

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

Client Since:
2007

Tuscaloosa County is home to the University of Alabama. The Crimson Tide has a deep history in college football, tying Notre Dame with the most national titles.

When Tuscaloosa County and CSI crossed paths, Bill Lamb had the feeling that his years of searching for a Windows-based system might soon be over. It was important to Lamb, the County's Finance Director, to find a provider that fit his organization's needs. As the search progressed, he realized that their wishes extended beyond functionality—they were looking for synergy.

In the Neighborhood

CSI's strong presence in Alabama was one reason the County believed they stood out among competitors. The majority of school districts in Alabama are customers of McAleer, a division of CSI which provides K-12 fund accounting software. With CSI and McAleer's combined reputation for providing exceptional products and support, Lamb felt confident that CSI was the perfect fit for his County. He explains, "We liked that CSI was a regional company in that it was close and culturally similar to Alabama." With decades of experience in serving public sector organizations like Tuscaloosa County, CSI has an understanding of the needs and issues facing Alabama counties and cities.

Lost and Found

The County did not take their search lightly. Over the years, they compiled a list of needs that their new software must offer. One functionality that their existing system lacked was the ability to

Tuscaloosa County

“We wanted a software company that we knew we could rely on. CSI has continued to gain our trust because of their personable staff, wealth of resources and dependable support.”

Bill Lamb
Finance Director
Tuscaloosa County

integrate and share data between modules. Lamb also needed a system that would enable his organization to access applications from remote locations. With the implementation of DeliveryPoint, CSI's application delivery system, the county now empowers departments to inquire and input data from remote sites. With proper security, remote users can perform functions such as purchase requisitions and budget inquiry.

Smooth Operations

Changing over to a new software system can be a daunting task. That's why CSI has developed a proven methodology of evaluating, testing and refining data to make sure you have a smooth switch. Lamb explains, “The transition from our old platform to CSI's system was very smooth. The short amount of time it took to complete our implementation went beyond my expectations.” One reason for the County's success lies in what Lamb calls a “perfect number-to-number conversion.” CSI's efforts to ensure the organization's questions and problems were addressed throughout the implementation process made the transition a welcomed change.

At Your Service

It's always comforting to know that you have an understanding and supportive team to work with you each step of the way. From the start of the relationship, CSI worked hard to make Tuscaloosa feel like part of the CSI family. From assessing and evaluating their needs to sharing their knowledge about the industry, the company's staff was always willing to help. Lamb explains, “The (CSI) staff was extremely friendly and knew a great deal about their software and how it can meet our needs.” Tuscaloosa County is continually impressed with the service they receive from CSI.