

City of Bainbridge Island, WA

Maximizing Munis Workflow with Exceptional Process Improvement

Winner of 2009 Munis Public Sector Excellence Award

Industry: Local Government

Location: Bainbridge Island, WA

Employees: 132

Tyler Products Used: Munis Integrated Applications

Budget: \$50 million

Years as a Tyler Client: 6

The Facts: The City of Bainbridge Island is located within the Central Puget Sound Basin, west of Seattle. Named after Commodore William Bainbridge, commander of the frigate Constitution in the War of 1812, the island is 27.78 square miles with 52 miles of shoreline. Today over 23,000 people call Bainbridge Island their home. It's no wonder, with exceptional recreational opportunities, a vibrant business climate, and views of the Olympic Mountains and Mt. Rainier. To preserve the Island's natural beauty and entrepreneurial community, citizens are encouraged to get involved—and stay involved—an ethos that carried over to the selection and implementation of Munis Financial Management software; and after six years, the City continues to maximize Munis' efficiency.

Contact:

Kathleen McKnight, Financial Systems Administrator | www.ci.bainbridge-isl.wa.us

In Their Own Words:

"Munis users have the opportunity to use their resources more efficiently by implementing and fully utilizing its integrated functionality. For instance, electronic notifications of pending actions for data entry approval and invoice generation from work orders save our city time and money – producing an excellent ROI."

—Kathleen McKnight,
Financial Systems Administrator

Key Challenges

- Provide one source of financial information to reduce redundancy
- Implement electronic notification and output
- Streamline processes to better utilize employee time and effort, and contain personnel cost
- Integrate processes throughout the organization to create accuracy and realize efficiencies

Benefits: Financial and Beyond

- Exporting to Microsoft® Excel®, Word®, or Portable Document Format and sending reports electronically saved time and paper costs
- Eliminating duplication of effort by employees helped ensure that the personnel costs are directed to their most efficient use.
- Utilizing the flexibility of work orders and workflow streamlined all processes
- Implementing electronic processing allowed full Munis utilization

City of Bainbridge Island

Best practices

- Create account codes on work orders that can over-ride payroll default cost—workflow then populates to payroll
- Maximize use of work orders—custom import from fueling systems updates the odometer reading and triggers preventative maintenance work orders
- Scan and attach vehicle maintenance information to the equipment record maintained in Munis—eliminates separate binders for each vehicle

- Enter information once and review on-line—production of hard copies for routing between departments is eliminated

Why Tyler?

- Tyler's Munis financial management solution offered unsurpassed integration, flexibility, and an excellent return on investment.
- Tyler's experience, excellent customer service, expertise in both technology and knowledge of the public sector and history of delivering software and services on time and on budget.
- As the nation's largest sole provider of software and services for the public sector, providing solutions for Financial, Document, Pension, and School Management; Land & Vital Records; Appraisal & Tax; Courts & Justice; Public Safety; and Citizen Services, Tyler was the clear choice for The City of Bainbridge Island.

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The challenge: Alleviate redundant work and create efficiencies with integration

The City of Bainbridge Island used two software systems to track costs associated with the Operations and Maintenance Division. One system was the city's financial and payroll program. The other was the city's maintenance management system. The systems lacked integration and didn't communicate with each other. Considerable duplication of time and effort was spent entering and extracting information using the two systems.

For example, three entries were required for one pay record: Employees' time worked was entered into both systems. One to track the time and associated costs on the actual job, one to process payroll and compensate the employees for the work done, and one into which the Operations and Maintenance Division entered the hours into a spreadsheet.

Because of this duplicate entry, the financial information in the two systems did not always match. The lack of integration resulted in extra time and effort spent entering information and trying to reconcile the amounts in the two systems. McKnight commented, "There were disagreements about which numbers were correct leading to a negative effect on the relationship between the two departments."

Their challenge was to contain cost and increase efficiencies, while delivering excellent services to the citizens of Bainbridge Island.

The perfect solution: Tyler's Munis Integrated Software

The solution was to purchase Munis' integrated finance and maintenance management system—the sole source for financial information for all departments including operations and maintenance. Today, information is entered once—into one system.

True to the collaborative ethos of the citizens of the City of Bainbridge Island, information technology, finance and operations, and maintenance staff partnered on the effort which resulted in increased efficiency through elimination of duplicate data entry, increased use of electronic reports, and automatic generation of electronic notices. According to McKnight, "Our successful resolution was possible because of the willingness and ability of the people involved to work together to a common goal. As a relatively small city with limited resources, we recognized the need to use those resources to maximum efficiency."

The City cites Munis' integrated functionality and electronic Workflow notifications, Munis' response to their requests for enhancements, and especially the redesign of the existing Work Order program as pivotal to their success. Implementing and using the new version of Work Orders offered the city flexibility unknown before Munis. The Public Works Operations and Maintenance Division are using multiple Munis modules to enter information that has an impact on the city's budget and financial status. The information is available for further processing by the Finance Department, including Payroll, and is available to all departments for viewing and reporting.

For example, Public Works' employee's time is entered through the Work Order. Any exception pays are entered through Payroll Time and Attendance batches. When those batches are released from data entry, Workflow email notifications are sent to the supervisors to review and approve their batches. Their approvals generate Workflow emails to Payroll who can then pull in the information.

Using the Chargeback accounting option on the Work Order enables the city to capture which fund (general, street, water, etc.) was actually responsible for the work. This provides more accurate reporting than was available in the past. The city realized their goal of enhanced customer service through expedited citizen billing for service requests. The customer has the option of having the payment withdrawn directly from their bank account. Receipts are taken through Payment Processing. "By using electronic funds transfers through Lockbox Processing, the city is seeing faster receipt of payments and fewer delinquencies to send to collections", notes McKnight.

Because Munis modules are integrated, the City of Bainbridge Island enjoys an excellent return on investment. The city has managed labor costs, created efficiencies, and fully utilized electronic processing for their work. The power of Tyler integrated software, technological expertise, and customer support made Tyler an easy choice.