

City and Schools of Staunton, Virginia

As a strong Munis® client for 10 years, an enthusiastic Early Adopter participant (completing three EA upgrades in three years), and a very proactive application user, Staunton is always looking to improve on their internal processes and procedures.

Industry: City and School District **Location:** Staunton, VA
Employees: 400 City, 500 Schools **Years as a Tyler Client:** 10
Students: 2,734 **Annual Budget:** \$98 M

Tyler Products Used:

General Ledger	GASB 34	Employee Self Service	VA Tax
Budgeting	Inventory	Role Tailored Dashboard	VA Income Tax
Accounts Payable	Work Orders	Tyler Forms	Utility Billing CIS
Project & Grant Accounting	Accounts Receivable	Tyler Cashiering	Parking Tickets
Purchase Orders	HR Management	Animal Licenses	Permits and Code
Requisitions	Applicant Tracking	Business Licenses	Enforcement
Fixed Assets	Payroll	CAMA Bridge	Munis Office

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In Their Own Words

“Munis is a great fit for us in more ways than one. Not only has the functionality helped us become more efficient, but Tyler’s Evergreen philosophy has provided the City of Staunton with significant functional and technical upgrades annually at no cost to us. Munis is geared toward our specific needs and requirements as a city and school, and we continue to appreciate that utilizing Munis to its full potential can lead to greater efficiency within our organization. In fact, because Munis is designed specifically for local government and schools, it’s important to us that we ensure our business practices best match the functional efficiencies within Munis. That’s why Staunton has opted to undertake a Business Review this year. It has been 10 years since we’ve done one, and we want to ensure our business practices best utilize Munis to its full capacity.”

Key Issues Addressed

At the time of their initial Munis purchase 10 years ago, many of the City’s and School’s business practices were outdated. In short, their day-to-day operations were largely manual, redundant and inefficient. With the implementation of their Munis ERP solution, the organization was able to automate and streamline processes and procedures significantly, saving them considerable time and money at the time. For instance, the payroll run for the City and Schools once took four days to complete. With Munis, Staunton was able to reduce processing time by 75%.

Over the years the City and Schools of Staunton have continued to grow and evolve, along with their software needs. They have embraced Tyler’s Evergreen practice, stayed up-to-date with their Munis upgrades, and have purchased more products and productivity tools over the years. In other words, their ERP solution continued to evolve with them — without decreasing or adversely impacting their initial Return on Investment (ROI).

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Benefits: Financial and Beyond

Tyler's Evergreen philosophy has enabled Staunton to stay abreast of evolving technology, remaining an efficient and highly productive organization. This philosophy provides Staunton with planned and prudent upgrades to their Munis ERP system — included as part of their maintenance agreement — so their organization can continue managing operations in a cost-effective manner. Coupled with inherent, robust productivity tools including Tyler Dashboard and Central programs, Microsoft® Office, Workflow, Scheduler, and Business Analytics with Excel® “cubes,” Staunton City and Schools have succeeded in taking a once largely paper-based, decentralized organization to a fully-functional, efficient, centralized and streamlined government.

Best Practices

Capitalizing on the integrated functionality, built-in Workflow and Scheduling, and automated capabilities available within Munis, Staunton is realizing significant benefits in several departments. For instance:

- The Munis Utility Billing CIS staff has seen improved efficiencies within their department
- The Human Resources department has opted to implement Munis Applicant Tracking, enabling staff to centralize this process
- Staff have begun to notice a savings in time spent copying, filing, searching for and distributing paper files and attachments with the recent installation of Tyler Content Manager
- Employees and staff alike look forward to the time savings with the new implementation of Employee Self Service
- The citizens of Staunton enjoy more flexibility and transparency with the operation of Citizen Self Service

In short, eliminating previous information “silos” has freed up staff to focus on more value-added responsibilities, drastically reduced time spent on manual or redundant tasks, decreased the potential for lost or misfiled information, increased citizen and staff efficiencies and access to information, and helped Staunton realize both hard- and soft-cost dollar savings. And after attending the recent Tyler Connect Conference, the City users are excited to begin capturing all the benefits and efficiencies that both Tyler Cashiering and Munis Permits have to offer.



Why Tyler?

- Tyler has more than 30 years of experience delivering software and services to local government and school offices throughout all 50 states, Canada, the Caribbean and the United Kingdom
- Tyler offers experience, excellent customer service, expertise in both technology and knowledge of the public sector
- Tyler provides all consulting, product enhancement, implementation, training and support services
- Tyler is the largest company solely dedicated to providing software and services to the public sector