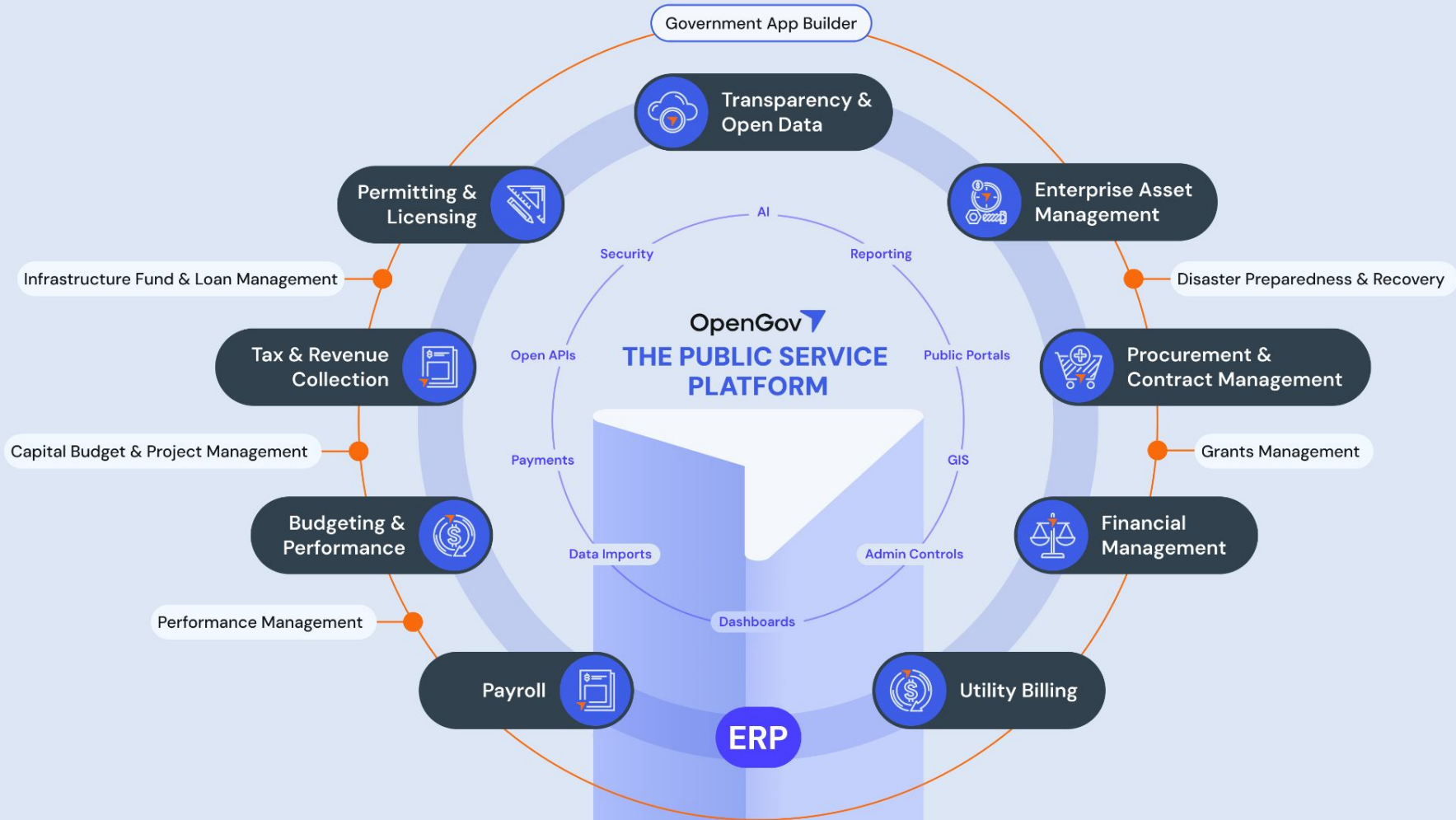


OpenGov 



## Contributing Factors

- ★ Town is operating on Caselle, a 20+ year–old system that is outdated and difficult to audit.
- ★ Heavy reliance on manual processes, spreadsheets, and disconnected tools (iWorQ, CivicRec, Paychex, Square, etc.).
- ★ Utility billing is manual and inefficient, with limited integration to meter reads.
- ★ Financial reporting requires workarounds, journal entries, and specialized knowledge to extract basic information.
- ★ Small finance team with limited capacity is stretched by system inefficiencies and lack of automation.
- ★ Lack of transparency, real-time data, and cross–department integration undermines decision–making and scalability.

## Desired Capabilities

- ★ A modern, intuitive ERP that staff can use without specialized expertise or manual workarounds.
- ★ Fully integrated financials, budgeting, and utility billing with seamless data flow across departments.
- ★ Automated, transparent reporting that supports audits, decision-making, and growth in new programs.
- ★ Streamlined utility billing with reliable meter-read integration and simplified customer management.
- ★ A sustainable system that reduces dependency on external contractors and supports internal staff development.
- ★ Responsive, high-quality support from a long-term technology partner committed to continuous improvement.



# Financial Management

The ERP of High-Performance  
Public Servants

## CENTRALIZED ACCOUNTING

General Ledger, AP, Purchasing, AR, Fixed Assets, Cash Receipts, and Bank Rec

## DIGITAL WORKFLOWS

Eliminate paper with auditable processes and documents in one place

## FINANCIAL REPORTING

Self-service reports and inquiries for finance, departments, execs, and auditors

## UTILITY BILLING

Simplified billing and flexible payments for metered and unmetered services

## MODERN CLOUD

A single source for strategic decision-making, spend control, revenue collection.



# Budgeting & Performance

End-to-end Collaborative Budgeting

## PERFORMANCE MANAGEMENT

Set goals, create and track metrics, then connect spending to outcomes

## OPERATING BUDGET

Collaborative tools to drive an automated and strategic process

## CAPITAL PLANNING

Prioritize, plan, and promote your biggest investments

## WORKFORCE PLANNING

Simplify planning for your most important asset – your people

## ONLINE BUDGET BOOK

Publish an interactive GFOA award-winning budget book directly from your budgeting system



# Utility Billing

Simplified and Customer-First  
Utility Billing

## PUBLIC PORTAL

Easy access for the public to review their account and pay bills with multiple options

## METER MANAGEMENT

Support reading, imports, work orders, and historical data on multiple meter types

## FULL SERVICE HISTORY

Manage accounts, view digital documents, and reference historical activity in one centralized place

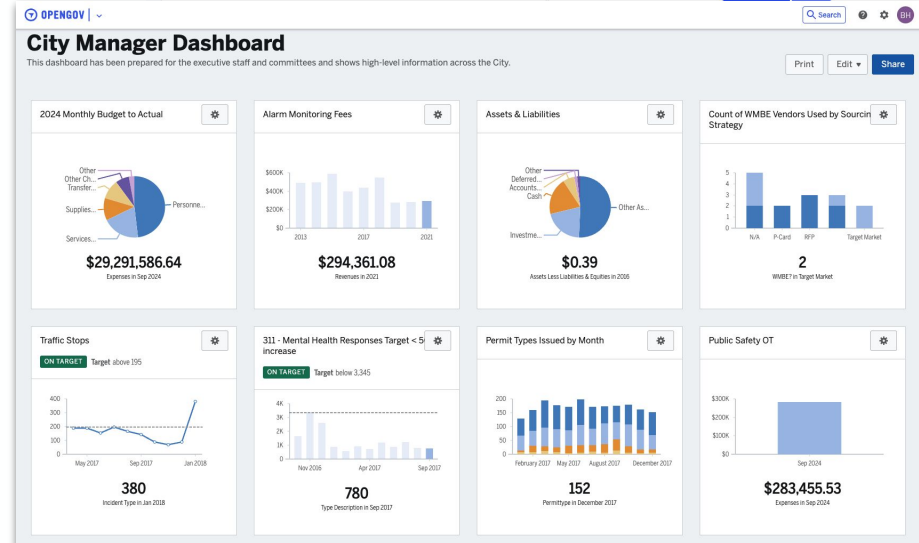
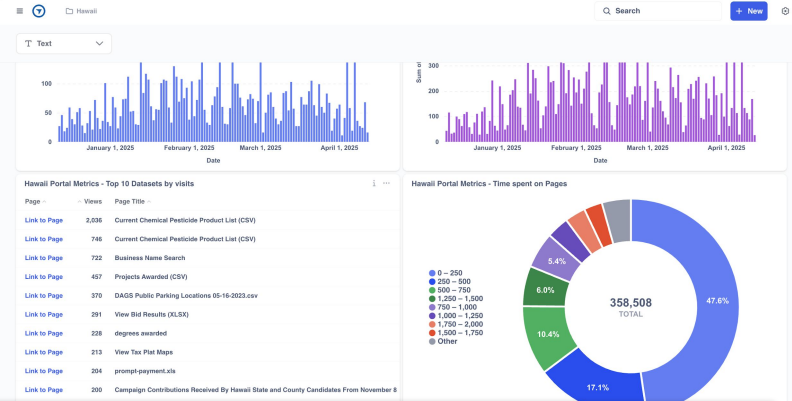
## FINANCIAL INTEGRATION

Full Integration with OpenGov Financials

## REPORTING

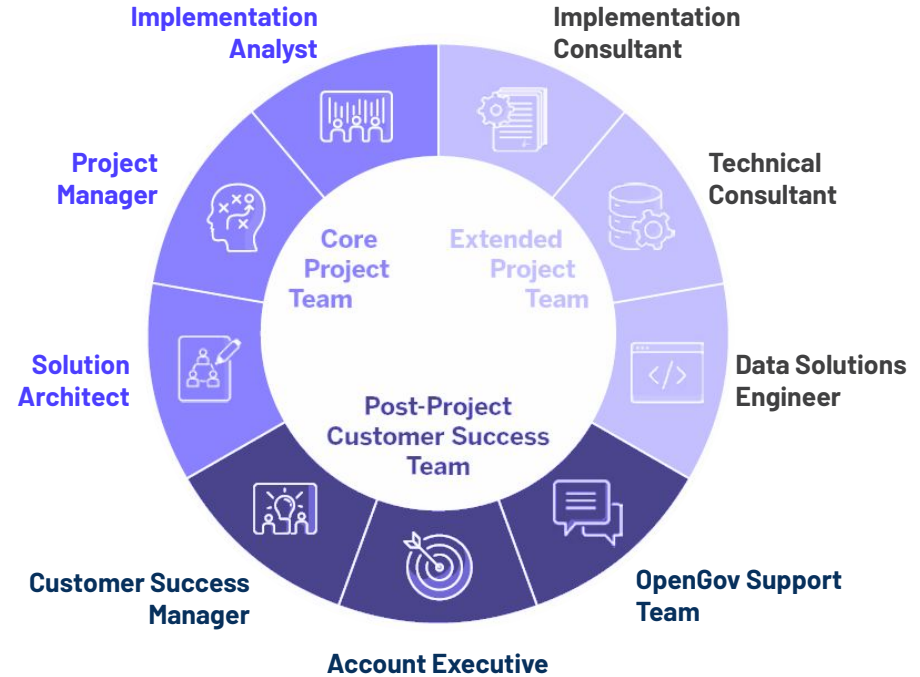
# Financial & Performance

- Understand the whole picture
- Align staff, electeds, public
- Monitor performance
- Communicate initiatives
- Improve decision-making
- Seamless integration with Publications



# Implementation

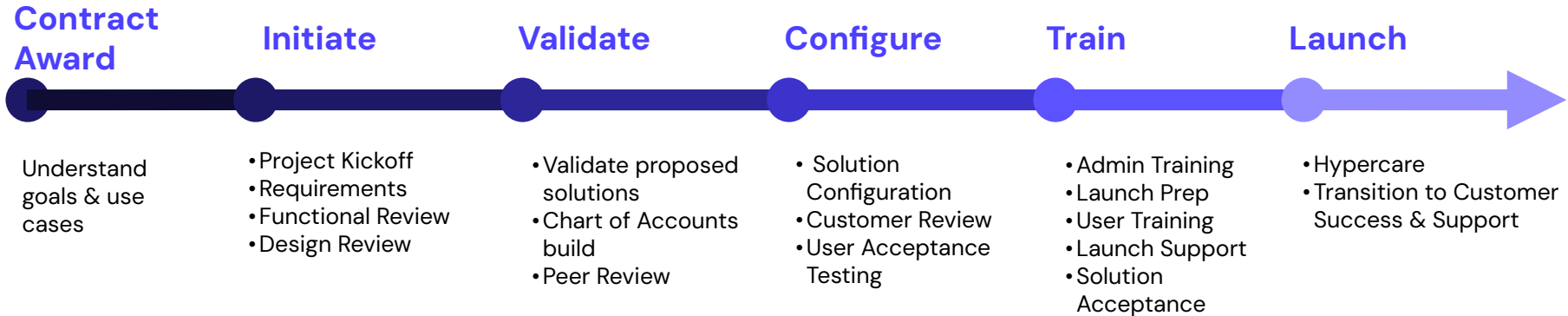
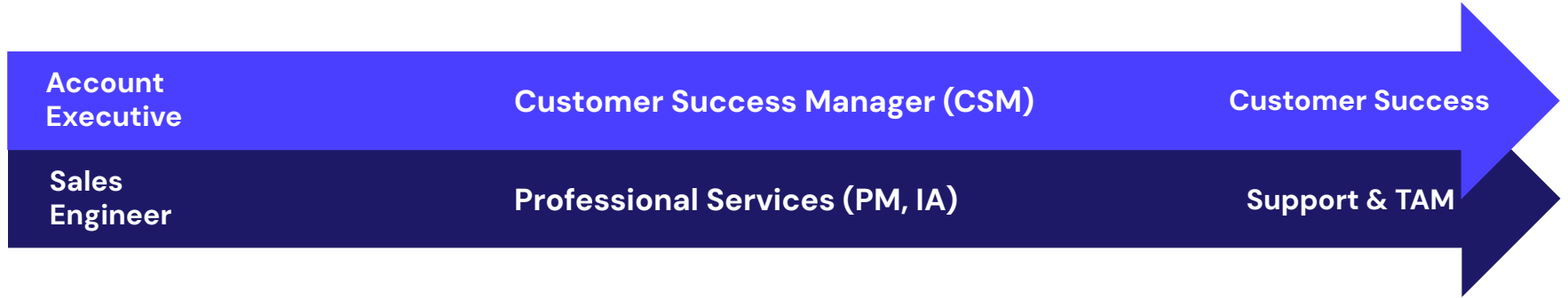
- Over 500+ Years of Government Experience
- 8 Stevie Awards for Customer Service Excellence
- Tried and True – Thousands of Successful Implementations
- Average time from contract start to project go-live **(3-4 months)**



OpenGov enables us to create a better, more collaborative budget, one that deploys resources more efficiently across departments; and demonstrates to the public, Council, and our bond ratings agency the impact of savings and investments for our city."

**Bob DaSilva, Mayor,  
City of East Providence, RI**

# Deployment Methodology & Engagement



**Thank You!**