

Document Solutions for City Government

MTS Software Solutions provides the City a Solution, saves the city thousands of dollars

Summary

Serving over 100,000 constituents, the government for this city experienced a significant decline in its tax base and new municipal costs due to foreclosures. Motivated to recover losses, this city government sought ways to cut costs and increase operational efficiencies while providing the best in civic services. With MTS Software Solutions they received all that and more.

Challenges

- Slow processes and mismanaged data made it difficult to make informed decisions.
- Delayed payment cycles resulted in exorbitant late fees, penalties and missed net discounts offered by vendors for paying early.

Why Fortis with MTS Software Solutions?

- Inter-departmental collaboration with explanatory notes added to documents; let others know what's been done with the document or the next steps needed in the process.
- Accurate, up-to-date records for every department by controlling modifications to a document with check-in/check-out capabilities.
- With multi-level secure access, search, import, edit, annotate and delete documents right from web browsers.
- Ability to mitigate late payment fees with Fortis integration with Pentamation and leverage net discounts relative to early payments.

“Before MTS Software Solutions came, our document management was essentially a mismanaged electronic filing cabinet. Slow communications between our departments and misplaced data made our operations inefficient and expensive. MTS Software Solutions changed all that and gave us a long-term solution with substantial real dollar savings – and that was within the first year of implementation!”

– Company spokesperson

Solutions provided by MTS Software Solutions

- Efficient knowledge sharing using Westbrook Fortis, a powerful enterprise document management software.
- Key integration to purchasing and requisition systems.

ROI

- Increased operational efficiencies, gave the city an accelerated payment cycle and a 900% ROI.