



Authority Finance drives improved visibility and better reporting for Logan County Auditor's Office.

In July 2016, former businessman, Jack Reser was elected as Logan County Auditor. As Auditor, he became responsible for looking after the fiscal operations of the county, including managing expenditure on everything from local emergency services and law enforcement to economic development, judicial processes and civic administration as well as keeping track of incomes from levies, fines, millages and other taxes.

Logan County covers approximately 470 square miles and services a community of just under 46,000, with the city of Bellefontaine as its largest population center and serving as its county seat. But when Reser took over as the County Auditor in Midwest Ohio, he was greeted with an outdated accounting system and technology infrastructure. Some processes essential to the fiscal management of the County were still using systems based on MS-DOS software and applications.

"When I first arrived in the role, the technology being used left a lot to be desired. There were a large number of manual, paper-based processes that were difficult and time-consuming to manage," Reser said. Running what was, effectively, a decentralized business from a centralized fiscal office, he needed a solution that would allow more than 50 agencies to track their available financial resources against their expenditure. He needed better visibility over balance sheets so that Logan County could make effective decisions about how to improve productivity, cut costs, and provide better services to the community. The solution: Civica.

Having worked with Civica in the past, Reser had no hesitation asking them to come in, assess the situation, and start implementing systems and processes that would help the county advance.

Now that Civica's Authority suite of products has been rolled out, it is used constantly to track county expenditure against the General Fund.

Benefits and outcomes

- ▶ **Improved productivity**
- ▶ **Lower operating costs**
- ▶ **Real-time, at a glance, month-to-date fund reporting**
- ▶ **Increased levels of efficiency and transparency across returns from all agencies**
- ▶ **Near paperless environment**

"My experience of dealing with Civica has been excellent. They're attentive, responsive and dedicated to helping us out."

Jack Reser
County Auditor
Logan County Auditors' Office

Logan County has reaped the benefits from using Civica's Authority solutions, including significantly improved processes with unprecedented levels of automation and digitalization. Reser said the county now uses far less paper, completes tasks that were previously very time-consuming in minutes and gets information out to those who need it in a timelier manner. He can now pull his reports with just a single click of a button.

Authority Finance is Reser's primary utilization tool and allows him to see, at a glance, his month-to-date fund report, his year-to-date fund report, revenue report year-to-date, and expense report year-to-date. Reser comments that he can "...use all four key indicators for [his] work at a glance and immediately upon log-in. It takes five minutes to assemble critical reports, where it would have taken hours under the old system".

"One of my favorite streamlined processes is the digital requisition routing," Reser said, "It creates unprecedented levels of efficiency and transparency across returns from 53 agencies. In years past, that was all paper-based.

Even the citizens in Logan County have benefited from the Auditor's adoption of Civica Authority, as there is more time to focus on strategic community advancement and more money to spend on the things that are important to taxpayers. Technology is key in reducing the cost of doing business, and that in turn means there is more taxpayers' dollars to use for the benefit of the community. It is real-time data that he can use, as opposed to pulling weekly reports. He can review performance every day, catch problems sooner, and solve them before they become serious.

Reser has recommended Civica as a trusted partner for changing out a legacy system. He comments that the Civica team has been a pleasure to do business with and that he derives great value from sharing knowledge with other fiscal management authorities that have deployed the Authority suite. Civica was "attentive, responsive, and dedicated to helping us out," Reser explained, "...We've been able to make quantum leaps in actually using technology to improve our interactions and integration with agencies".

In closing his review, Reser comments, "It is making [Auditors'] jobs much more efficient and much less stressful". As someone who serves a community of just under 46,000, he considers that a big advantage.

"Efficiencies created through using the Civica solution creates an opportunity for us to reduce our cost of doing business and that in turn means there is more taxpayers' dollars to use for the benefit of the community."

Jack Reser
County Auditor
Logan County Auditors' Office