

# CUSTOMER SUCCESS STORY

## ST. CHARLES PARISH



### St. Charles Parish



INDUSTRY  
Parish Government



LOCATION  
Hahnville, LA.



FEATURED SOLUTION  
Abila MIP Fund Accounting™

#### CHALLENGE

HR software and Finance software worked independently, which required manual data entry. This prevented Personnel (HR) & Finance (Payroll) staff from sharing critical data and reports in real time.

#### SOLUTION

Abila Business Partner, SYGNVS, helped St Charles Parish MIP Fund Accounting™ to establish sound financial control.

#### BENEFITS

Abila MIP™ has enabled the financial staff of St Charles Parish to effectively and efficiently manage its financial data. The integrated system delivers reports at the touch of a button, providing management with key decision-making information.

### Connecting the Dots with Technology

In this day and age of smartphones and cloud based computing systems, you might assume that all parish government divisions communicate seamlessly to share data with each other. You'd be wrong! The technology gap between government departments can sometimes feel as big as the Gulf of Mexico!

Take a trip to your local IRS office to do something simple like a name change. Even the IRS can't access public records from the local courthouse of the parish where they're located to verify something as simple as a marriage record. You need to bring certified copies with you if you want your name changed!

The lack of technological integration is common even within parish government operations. Sometimes with departments housed in the same building. One department enters data into their system, but they have to print documents to bring them next door to another department for processing in a different system.

The scenario happens more often than you might think. But Sygnvs is working to fix this problem with the help of our skilled and responsive technicians who know how to leverage the powerful tools offered by Abila!

### Two Departments, One Simple Request

St. Charles Parish had been struggling with this issue for quite some time within 2 of their key departments. Their Personnel (HR) and Finance (Payroll) departments operated on completely different systems which were not integrated. Even simple things like updating employee information had to be done manually.

Personnel Department managers were busy managing even simple day to day tasks which had to be done manually, taking up valuable time and resources. In some cases, this required one department to physically print out reports and hand them to the next department to get processed. With more than 400 employees spread out across the parish, doing things by hand had become a major challenge!

Prior to implementing MIP™, the Personnel Department utilized a standalone software for its day to day operations. The Finance Department was already setup on Abila MIP Fund Accounting™.

MIP is widely known for its finance and reporting capabilities in the non-profit and public sectors. However, not many people know that MIP now has expanded HR capabilities allowing it to be integrated with other areas of an organization like never before.

That's when parish leaders consulted with Sygnvs to understand their options and made the decision to migrate the Personnel Department over to MIP™.

Two departments on the same system. Seamless communication.

It seemed like a simple request!

*Software migrations can potentially be a nightmare without the proper planning and integration support, even after going live.*

## Transitioning with Technology

If you've been through a major transition in your organization with technology, you know how potentially scary it can be, especially if you've been using the same system for years. Your current system has a lot of limitations, but at least you know where the problems are. Not so when you're migrating to a new technology platform.

The organization expressed their concerns about potential hiccups when transitioning over to a new technology, especially one as important as HR. SYGNVS worked to alleviate these concerns by putting extra effort into the areas of planning and preparation. Our team took the time to understand their current system functionality and how to replace or upgrade it without disrupting the day to day operations for the parish, even down to having the right reports setup and ready to go.

The implementation was a success and the organization was able to transition smoothly from their old system to MIP managing both departments.

## One Thing Made the Process Easy

As complicated as software can be, we've learned that the one thing which makes a software transition process a success was people, not technology!

During the transition and shortly after implementation, our team worked closely with the client to make sure they received a speedy response whenever questions or issues arose, no matter how many times a client might say "but our old system did it this way!"

Over time, the organization became more comfortable with MIP and no longer needed to access their old system at all, and has needed less technical support. Both departments report that the new system has been helpful for transparency & accessibility within the organizations. Of course, some issues still pop up occasionally, but the team at SYGNVS is always quick to help.

## One New System, Many Positive Changes

As Switching to Abila HR Management has brought numerous benefits to the Parish including:

- Elimination of manual & duplicate entry issues
- Increased accountability
- Ease of employee access to key documents on demand
- Automated time tracking for employees
- Full integration with Payroll
- Speeding up time to get new hires into the system
- Greater transparency of reporting between departments

But perhaps the biggest benefit is that the organization is able to maximize their investment in the new Abila system without feeling handcuffed. Whenever questions or issues arise, a speedy response and helpful support ensure the organization makes full use of all of the features MIP has to offer.

### About SYGNVS

Sygnvs is committed to working with our local and state governmental agencies to objectively identify and implement the best tools to effectively execute processes in the business office. Our certified consultants work with clients that result in a high level of client satisfaction and superior client loyalty.

### About Abila

Abila is the leading provider of software and services to associations and nonprofit organizations that help them improve decision making, execute with greater precision, increase engagement, and generate more revenue. Abila combines decades of industry insight with technology know-how to serve nearly 8,000 clients across North America. For more information, please visit [abila.com](http://abila.com). To subscribe to our blog, visit Forward Together at [blog.abila.com](http://blog.abila.com)

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