



TARGET OF PEAK PERFORMANCE® | BUDGETSENSE® | REVENUESENSE® | TRAINING | SUPPORT SERVICES

Haverhill Invests in Perpetual Training: More Know-How Generates Continuous Improvements in Citywide Office Productivity

City of Haverhill, MA

“One of the reasons why we have been able to withstand large annual budget cuts has been our efforts to train our people on how to use technology to do more in less time and to do a better job of managing the City’s budgets and financial resources.”

- Chuck Benevento, Finance Director

Challenge

Upgrade the City’s antiquated, home-grown systems and procedures with the aim of producing up-to-the-minute information on budgets, spending, and revenue generation; convince employees that change will produce beneficial results for the City.

Solution

Invest in BudgetSense® and immediately focus on eliminating time-consuming, paper-based processes; integrate the informational needs of the City’s school department into a city-wide financial management solution; commit to a multi-year perpetual training program.

Benefits

The results of the new solution and approach are truly impressive. Department managers are signing on in an effort to modernize their fiscal activities and inter-departmental workflows. Perpetual training keeps city personnel abreast of software features and added functionality.

Haverhill Provides an Excellent Example of Successful Change Management

It’s natural to resist change; going from the known to the unknown is too precarious for many people. Change is even more difficult in a big city that provides a variety of services within a de-centralized management structure. “We knew that we had to do something to our systems and procedures in order to overcome our budget problems,” notes Chuck Benevento, Haverhill Finance Director. “We were also aware that improvements of the magnitude we envisioned would take more than a single fiscal cycle to achieve.” Haverhill’s perpetual training foresight has been essential to the success of the mission.

Why Budgeting for Perpetual Training and Assistance Makes Great Sense

Perpetual training budgets allow local governments and K-12 school organizations to fully exploit the technologies in which they have invested. Long after new projects are deemed complete, there is still a lot more to learn and master to maximize the return on investment.

Technology life cycles are changing and useful product lives are shortening due to the acceleration of innovative new technologies. Existing software solutions, such as BudgetSense and RevenueSense®, are always under development as new functionality is added to each product line every year, and often more frequently.

Organizational changes and staff responsibilities are also constantly changing. Cross training is often not enough to protect the organization from staff departures or prolonged time away from work.

Making sure that outside resources are available to help keep pace with these challenges is wise and very insightful.