Dakota County Simplifies End of Day Processing by Streamlining Enterprise Practices and Consolidating Payment Channels with iNovah Enterprise Revenue Management and Cashiering Solution.

Executive Summary

Home to 414,686 people, 35 taxation districts, and 46 business units, Dakota County, Minnesota was facing complex challenges to process, manage, and reconcile incoming revenue data. In 2008, the County implemented iNovah Enterprise Revenue Management (ERM) and Cashiering solution across 12 departments enabling the County to consolidate multiple source systems, streamline operational procedures, reduce manual errors, and provide data integrity and transparency across the enterprise.

Challenges

Dakota County was manually tracking 336,340 annual transactions to update the general ledger, had separate dedicated terminals to process credit cards, utilizing a storage facility to retain paper records, and manually balancing multiple cash drawers. These time intensive processes risked daily balancing accuracy, deposit and reconciliation errors and inability to effectively research customer service issues. Dakota County's main objectives were to streamline manual business practices, "get money to the bank" faster and safer, and simplify end-of-day balancing practices for cashiers and supervisors.

Solution

In 2008, Dakota County partnered with System Innovators to implement iNovah Enterprise Revenue Management (ERM) to reduce manual processing errors, provide enterprise-wide reporting, create process flow management, and simplify cash drawer balancing.

> "iNovah was our answer. It gives us a centralized receipting and revenue management platform that's easy use, friendly to work with and does a great job integrating with all of our applications!"
>
> **Rosalee McCready, Systems Analyst for Dakota County**

Implementation

System Innovators' staff worked closely with Dakota County to roll out iNovah across each of its 12 departments, starting with Taxation. iNovah's flexibility enabled the County to successfully integrate applications such as OneSolution, ONBase, Direct Pay, FIDLAR, HBC Financial, ACI, and other in-house systems.

Results

Since implementing iNovah Enterprise Revenue Management solution, Dakota County has had the ability to consolidate revenue from all payment channels and streamline front office and back office activities. The County now utilizes one interface to process and track all payments through iNovah, providing citizens with the flexibility to pay multiple fees and permits in real-time all from one spot. iNovah's 360 degree real-time financial reporting eliminates the risk of processing errors, provides transaction research capability, and eliminates the financial costs and time associated with storage facilities overrun with boxes of retained records. End-of-day processing, including general ledger updates, cash drawer balancing, and financial batch management has been simplified by replacing the existing cashiering system with 100 cashier and administrative iNovah workstations to become the hub for all revenue collection.

TAKEAWAYS

- Reduce errors created by manual cashiering
- Consolidate payment channels for 437 payment types
- Improve system wide reporting
- Improve process flow management
- Simplify balancing
- Save 8 hours across 12 departments for end of day processing
- Reallocates $50,000 by reducing end of day processing from two employees to one
- Eliminates paper records retained in storage facility
- Provides availability to track and find receipts
- Programmatically updates the general ledger with 4,186 allocations

iNovah has created operational efficiencies, increased transparency through reporting, and processes revenue faster and safer. The County has had continued success with iNovah. Future projects include implementing iNovah in the Sheriff's department and to enabling online permitting.

About System Innovators

System Innovators is a division of N. Harris Computer Corporation and a leading provider of financial management and client information system software solutions. Enterprise revenue management offerings include fully configurable PCI compliant payment collection, cashiering and financial reporting solutions. Specializing in citizen self-service, revenue management, auditing and financial reporting, System Innovators' products integrate seamlessly with websites, banking institutions, payment card gateway providers, as well as host and financial systems.

Discover iNovah ERM for your enterprise.
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