

Microsoft
Business
Solutions

GOVERNMENT

BUILDING **trust**



More effective services, greater accountability. Agencies at every level of government are being asked to do more with less — and to provide detailed, timely information about how every public dollar is spent. Constituent service and accountability have become popular catch phrases, but enhancing services and ensuring fiscal responsibility can be extremely challenging. Every day, Microsoft® Business Solutions products and solutions are being used by government agencies to help do just that.

FLEXIBILITY IS **key**

We work closely with our specialized government solution partners to provide integrated, flexible, and affordable tools that help government agencies reduce service and delivery costs improve operating efficiency, and deliver increasing citizen demands.

Financial Management Solutions Tailored for Government Needs

In order to ensure accountability, government agencies need financial systems that work the way government works. Microsoft Business Solutions applications help agencies manage their expenditures and appropriations by allowing employees to easily see and analyze the costs and activities under their control.

Our solutions allow more time to be spent on your core mission by streamlining government administration functions, including:

- Fund management
- Utility billing
- Tax assessments and collections
- Payroll
- Encumbrance management
- Grant management
- Permitting
- Core financials

Microsoft Business Solutions applications provide detailed, up-to-the-minute financial reports that allow employees to make informed purchasing decisions, comply with reporting requirements, and ensure financial integrity and accountability. Our tools increase confidence in your agency's financial management skills by creating accurate and timely reports tailored to the information needs of the user. Tighter controls help improve cash flow and tie spending directly to programs, fund sources, and objectives.

Carefully Managed Funds

Fund management is especially challenging for government organizations. Failure to adhere to reporting guidelines can contribute to a lack of confidence shown toward an institution, and could result in substantially lower funding. Microsoft Business Solutions offers fund management applications to help government agencies fully adhere to the increasing number of reporting requirements.

Now you can accommodate the special regulations, restrictions, and limitations needed to manage multiple funds across multiple projects. Simplify GASB 34 reporting requirements and adjust quickly to changes in regulatory requirements with Web-enabled financial tools that can be easily modified. By automating fund management, our solutions help reduce errors associated with manual entries and manual reconciliation of funds. Most importantly, it makes reporting easier and more accessible, helping you meet your reporting guidelines in a timely fashion.

As accountability improves, the quality, timeliness, and efficiency of service delivery improves. Programs and processes with limited value, or those that slow response time, can be identified and improved. Costs can be aligned with constituent needs to make the most commonly requested information and services more readily available.

Timely Grant Management

Now tools are available to better manage grants through all phases of acquisition and management to help your organization remain accountable and comply with regulations throughout the process. Microsoft Business Solutions automated grant management streamlines transactions, monitors daily expenditures, and delivers timely reports for optimal grant

Customer Success
Sherwood, Oregon

Sherwood, Oregon, is located on the southern edge of the Portland metropolitan area and its population has increased more than 350 percent in the last decade. The Finance Department of the City of Sherwood recently replaced its aging financial management infrastructure with a solution from Microsoft Business Solutions, helping to streamline the financial operations of the city and provide them with the ability to monitor project budgets against actual expenses.

"Budgets and financial statements are easier now for city council members, citizens, and city managers to understand and analyze. So much so that we expect to receive the Government Finance Officers Association Awards for both Budget Presentation and Excellence in Financial Reporting for the first time."

Chris Robuck :: Finance Director, Sherwood, Oregon



performance. With up-to-date information about successful budgeting and grant performance, you can focus your time and energy on the management and allocation of grant funding, rather than spending time at the back end, calculating amounts used.

Microsoft Business Solutions products and integrated applications created by our certified development partners provide tools that can lower administrative costs and improve productivity. These tools can automate the processing of applications, making awards, and administering and closing grants. They can validate transactions against budgets: period-by-period, grant-to-date, or on a grant-life basis. And you can assign specific users, general ledger accounts, or projects to a grant and allow grants to span multiple fiscal periods.

Tracking Encumbrances

Microsoft Business Solutions also offers encumbrance management applications that can help government agencies analyze expenditures against budgets and track encumbrances at any

operation. Our commitment management applications deliver excellent budget control and acute visibility, without impeding the purchase order process by pre-encumbering requisitions, and providing account-level budget information to those generating and authorizing requisitions. It is even possible to seamlessly add committed purchases to any of your financial reports.

Relationship Management Solutions Can Increase Satisfaction and Improve Business Productivity

Every day, government agencies must deal with rising constituent demands while needing to communicate vital information to their communities on applicable laws and policies. Recent budget cuts and reductions in spending are forcing agencies to cut services which could leave constituents without the services they need.

Microsoft constituent relationship management solutions allow government agencies to improve constituent service

BUILDING **strong** COMMUNITIES

time. Automating encumbrances tracking streamlines reporting on specific expenses during the year, helping to avoid problems and extra work during year-end processes, while encouraging effective cash planning and control.

Proper budgetary management and automated encumbrance processes can help balance the overall budget so total expenditure and commitments don't exceed the appropriations available to your agency. With our encumbrance management applications, you can set up automated alert messages for local officials if a particular purchase order will result in the over-commitment of a certain line item. Managers can easily set aside funds for future contracts, as well as plan and stay on track for utilizing the appropriation. All this helps ensure that funds will be available when payment is due even as it reduces the time it takes to track expenses.

Improved Commitment Management

When you plan and account for future expenses, you help strengthen and preserve your financial integrity and accountability while reducing budgeting surprises. Microsoft Business Solutions provides automated commitment management applications that can help government agencies prevent overspending by forecasting future expenses and gaining a clearer picture of what lies ahead. Automated commitment management gives you the flexibility and budgetary insight you need to better direct resources.

Now your organization can provide account-level budget knowledge to those generating and authorizing requisitions, giving them the budget control needed for successful

delivery and increase the efficiency and effectiveness of core government services. With Microsoft constituent relationship management solutions, your agency can quickly and accurately respond to constituent and staff requests and improve information-sharing with internal personnel and constituents. It can also reduce operational costs by automating business processes and increase constituent satisfaction.

Reducing agency-bound processes can improve staff productivity, lowering labor costs and freeing time for other government business. Centralizing and automating the intake of constituent requests creates an audit trail that enables analysis of service delivery speed and costs. Management can study the number, type, and timing of requests to measure performance and adjust budget priorities.

Often, government agencies find that adopting a Microsoft constituent relationship management solution can immediately improve constituent communication and satisfaction with government services—even before efficiencies or process improvements can be implemented. Providing multiple channels to interact with government, automating services, and personalizing information gives constituents—both individuals and business—more choices and greater control.

Improved Overall Operations and Accountability

For more than 15 years, Microsoft Business Solutions has worked closely with government agencies to understand the challenges and offer effective solutions for the complex needs of this industry. Our solutions, combined with integrating

Customer Success
A Virtual Town Hall
Okotoks, Alberta Canada

The town of Okotoks, located in Alberta, Canada, has experienced a growth rate averaging five to six percent annually for the past ten years. This growth has increased the demands on the municipality for arts, cultures, utilities, recreational facilities, licenses/permits, and other services. In response, Okotoks implemented Microsoft Business Solutions along with integration to software developed by Microsoft reselling partner, Diamond Municipal Solutions.

Residents of Okotoks now have easy access to online information about many aspects of the town, its municipal government, and services. Citizens and other stakeholders can perform Web-based inquiries on personal accounts and on general municipal information.

"With the help of Microsoft Business Solutions, we are able to provide our residents with a virtual Town Hall. People can log on and access their accounts for sewer, water, garbage, taxes, and more."

Charlene Nagy :: Information Technology Team Leader, Town of Okotoks, Alberta, Canada





LOOKING forward

applications created by our certified development partners, are helping transform government effectiveness, efficiency, and accountability by giving you greater access to financial information and tighter control over spending priorities.

To learn more about how integrated, affordable Microsoft Business Solutions capabilities can help your government agency, go to:

<http://www.microsoft.com/govfinance>
<http://www.microsoft.com/pubadmin>

Or, contact your local Microsoft Certified Business Solutions Partner. They will show you how our rich capabilities for government can help your organization provide optimal levels of services along with improved accountability.

GOVERNMENT

www.microsoft.com/BusinessSolutions

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