▶ Town of Rockland
Rockland, Massachusetts

Problem

The customer was frustrated by inconsistent response and too many vendors to call for support. The town needed one company to manage Unix, system hardware, software, local and wide area networks, as well as help plan for future upgrades and growth.

Solution

EMF's systems management capabilities provide the support and expertise the town needs. From planning and implementing systems to supporting the Unix system hardware and software, EMF has delivered a lower total cost of ownership.

EMF Inc.

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When the town of Rockland, Massachusetts decided to install a new information system in 1995, support was clearly on the agenda. "Our support vendor made us wait several hours... even several days to get a response and then they couldn't always fix the problem," said Jack Franey, Rockland town accountant. This was a problem as Rockland's information system is critical to operations for 14 users at town offices. Without it, all accounting functions, including accounts payable, accounts receivable and tax billing came to a halt. The town needed total support and a support vendor who would take the lead fixing any problem, whether it was the Unix operating system, a configuration issue or a hardware failure.

The town chose EMF to support the information system based on EMF's reputation for quality, responsive service and the company's breadth of experience. "I like the response I get. I can talk with someone over the phone - they usually get back to me within half an hour. And if they can't fix it over the phone they send someone out the next day," Franey says. "Thanks to EMF, I spend less of my time on Information Technology issues."

"With EMF handling all the details, I can avoid all the headaches and focus on my *real* job - managing the town's business."

- Jack Franey, Town of Rockland

EMF's role didn't stop with support. When it came time to upgrade the system in 1999, Rockland relied on EMF to design and implement the right solution. The town's old system was not Year 2000 compliant and needed to be replaced in a hurry. EMF quickly analyzed the town's needs, specified the right solution and had the town cut over before year's end. The system was pre-staged at EMF to minimize the town's downtime, and EMF coordinated all the details with the town's software vendor. The result was a smooth transition - and better performance. "It used to take 45 minutes to print a report. Now it takes three minutes," says Franey. "They made the transition painless. I recommend EMF to other municipalities all the time."

Now that the Year 2000 crisis is over, the town is ready to move on to a new version of the municipal software and make additional improvements to the system. Franey plans to have EMF manage the project. "I know they'll take care of it for me," Franey says. "With EMF handling all the details, I can avoid all the headaches and focus on my *real* job - managing the town's business.". ◆