Financial Service Collaborative Case Study

Mt. Lebanon Pennsylvania

The Borough of Dormont
Incorporated 1909

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Overview

- Origination Story
- Preparation
- Execution
- Configuration
- Outcomes
- Opportunities
- Lessons Learned

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The Borough of Dormont Incorporated 1909

Origination Story

Dormont

- Alleged Fraud
- Lack of Internal Controls
- Small Staff
- History of Silo-ed Work Environment

Mt. Lebanon

- Robust Finance Team
- Need for Greater Resiliency
- Lacked Additional Funding to Add Staff Members

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Preparation

Dormont

- Meetings with Mt. Lebanon
- Subsequent Meetings with Department Heads and Staff Members to Understand Potential Upcoming Changes
- LOTS of Conversations with Elected Officials
- Pass MOA

Mt. Lebanon

- Meetings with Dormont
- View Access to Software
- Understanding of Needs
- Elected Official Buy-In
- Prioritization of In-House Needs

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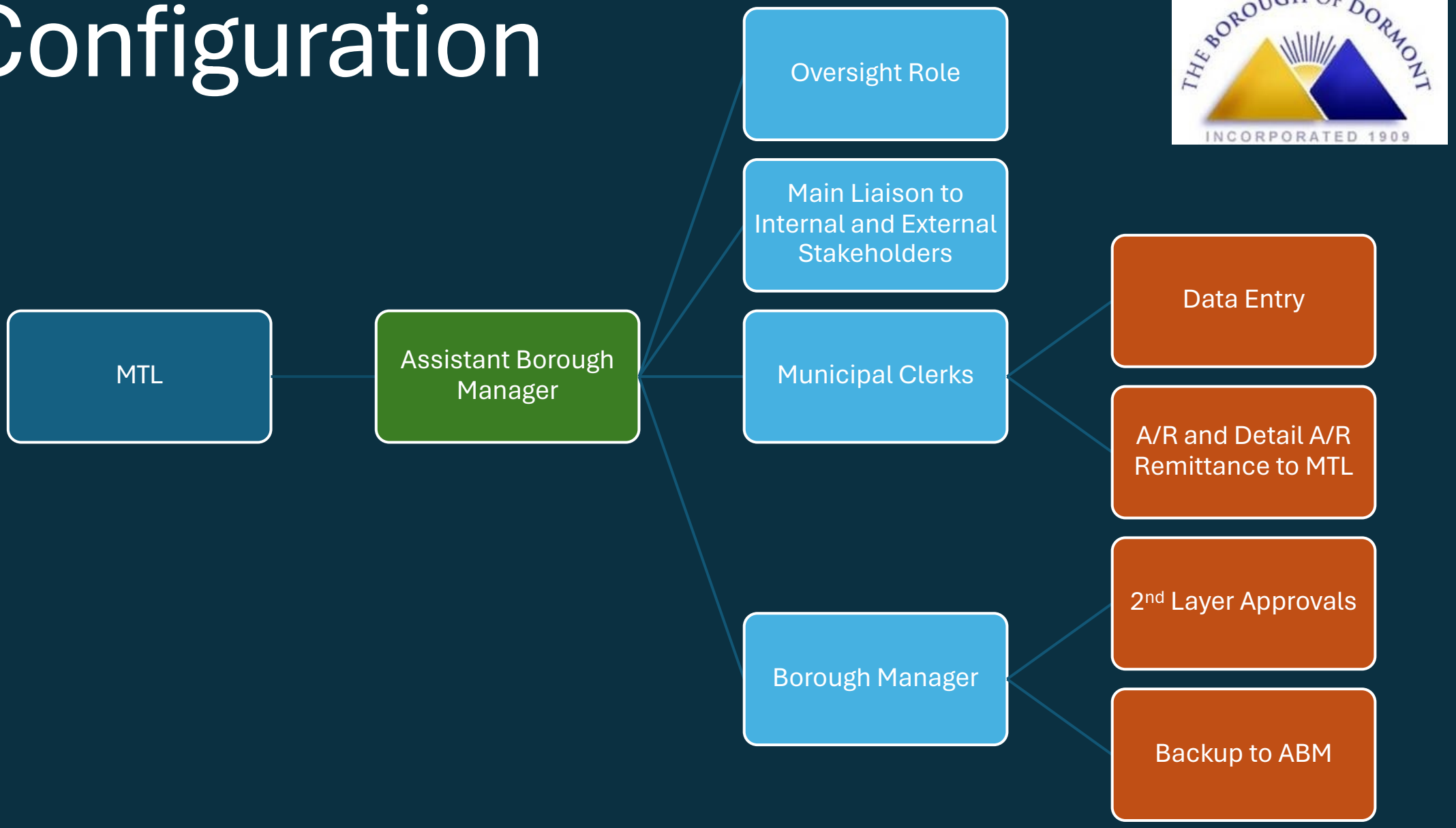
Configuration



Configuration

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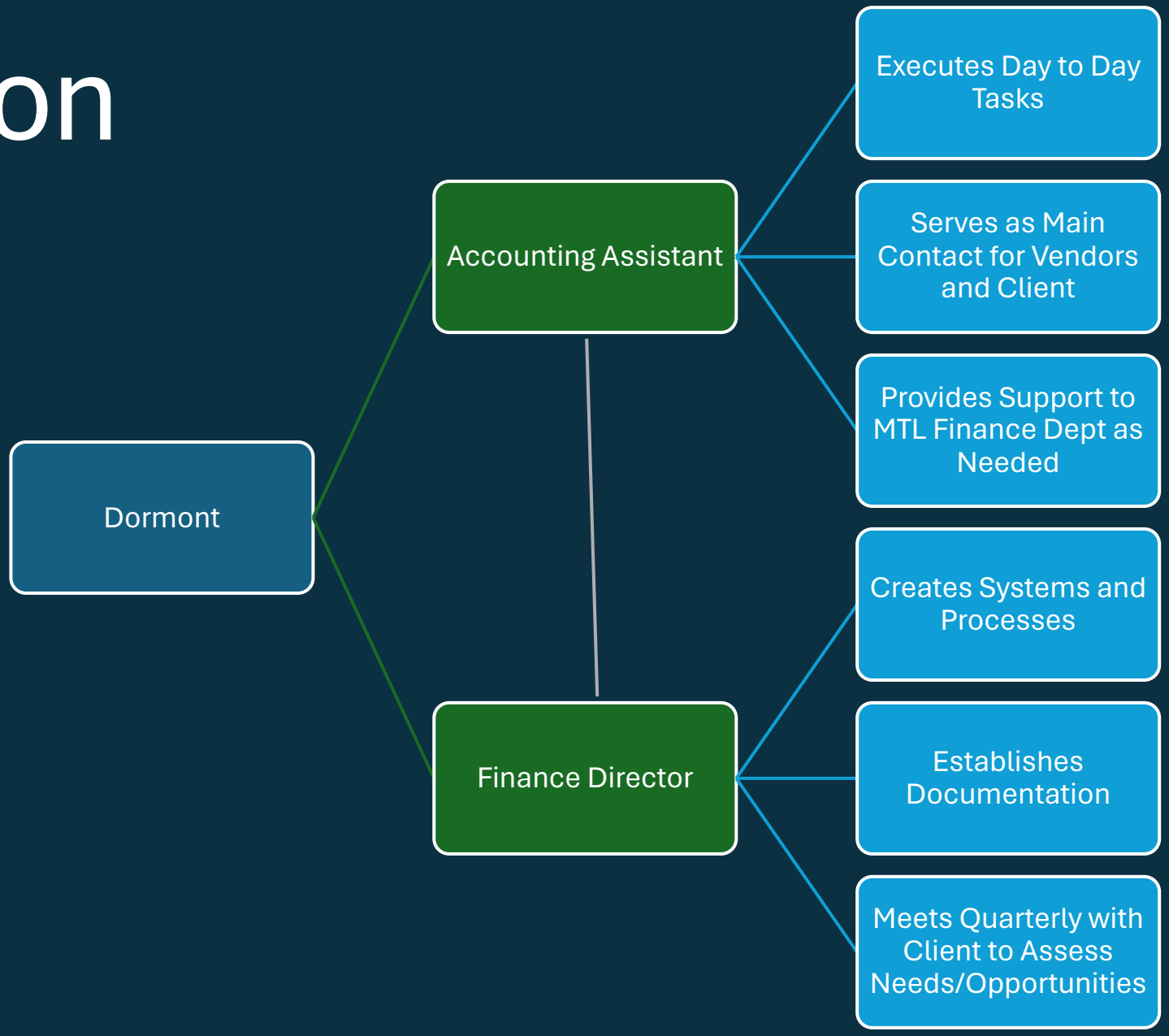

Execution

- Integrate MtL Staff with Current Processes
  - Continuation of A/P services with no changes
- Introduction of New Processes
  - Layer in new technology that MtL was familiar with to expedite A/P processes from afar
- Add Additional Services
  - Bank Reconciliations
  - Electonic deposit processing
  - Journal Entry Preparation
  - Utility Tracking
  - Purchasing Card Tracking
  - Fuel Tracking

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Execution

- Enhance Current Processes
  - Move to Third Party Payment Processor to eliminate need to deliver physical checks, expedite payments, reduce late fees, produce a net savings back to Dormont, and reduce bank reconciliation turnaround time
    - Reduction of Bank Fees
    - Rebate for Virtual Card Program

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Outcomes

- Governor's Award
- Savings for Dormont
  - Personnel Costs (~$15,000)
  - Garbage Contract Payment Terms ($900/month)
  - Late Charge Reductions (~$500/year)
  - Virtual Card Rebates (~$250/month)
- Etna/Churchill

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Opportunities

- DCED Discussions
- Integration of STMP Funding
- Intergovernmental Cooperation Building
- Equipping for the Future
- Redundancy
- Building Safeguard Against Waning Government Finance Interest

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Lessons Learned

- All Software Needs to be the Same
- Don’t Rush
  - Start moving forward and take it off in little bites
- Set Realistic Time Horizons/Expectations
  - 6-9 month implementation
- Eat the FROG!
  - Tackle the biggest needs of the client municipality first
  - Priority setting

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