

#1

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, June 03, 2021 10:38:04 AM
Last Modified: Thursday, June 03, 2021 10:40:42 AM
Time Spent: 00:02:37
IP Address: 66.161.211.247

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Q1

What is your name and jurisdiction?

Ron Hirth
Golf Manor

Q2

What finance software does your jurisdiction use?

UAN from the State of Ohio Auditor

Q3

Are you satisfied with customer service and software support? If yes, please describe

It's a State program that is uniform and simplified to the third party software we were using 4 years ago. Customer service is fine. My understanding was that the auditor prefers all jurisdictions use UAN.

#2

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, June 03, 2021 10:40:34 AM
Last Modified: Thursday, June 03, 2021 10:41:46 AM
Time Spent: 00:01:11
IP Address: 216.196.183.67

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Q1

What is your name and jurisdiction?

Joanee Van Pelt - Mariemont

Q2

What finance software does your jurisdiction use?

Presently CMI - Switching to UAN this year

Q3

Are you satisfied with customer service and software support? If yes, please describe

Yes with CMI - have not had contact with UAN to date

#3**COMPLETE**

Collector: Web Link 1 (Web Link)
Started: Thursday, June 03, 2021 10:42:41 AM
Last Modified: Thursday, June 03, 2021 10:44:09 AM
Time Spent: 00:01:27
IP Address: 76.190.109.130

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Q1

What is your name and jurisdiction?

Village of Woodlawn

Q2

What finance software does your jurisdiction use?

UAN

Q3

Are you satisfied with customer service and software support? If yes, please describe

Yes. Company is responsive to any of our questions. The training they provided went smoothly as we transitioned to UAN.

#4

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, June 03, 2021 10:47:25 AM
Last Modified: Thursday, June 03, 2021 10:48:06 AM
Time Spent: 00:00:40
IP Address: 76.190.87.50

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Q1

What is your name and jurisdiction?

Madeira

Q2

What finance software does your jurisdiction use?

FundBalance

Q3

Are you satisfied with customer service and software support? If yes, please describe

Yes - we have not had any problems.

#5

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, June 03, 2021 10:49:28 AM
Last Modified: Thursday, June 03, 2021 10:50:33 AM
Time Spent: 00:01:05
IP Address: 69.61.243.170

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Q1

What is your name and jurisdiction?

Tammy Reasoner, Amberley Village

Q2

What finance software does your jurisdiction use?

UAN

Q3

Are you satisfied with customer service and software support? If yes, please describe

Absolutely. Does everything we need done.

#6

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, June 03, 2021 11:02:48 AM
Last Modified: Thursday, June 03, 2021 11:06:12 AM
Time Spent: 00:03:24
IP Address: 69.61.162.234

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Q1

What is your name and jurisdiction?

Claudia Carroll/Pierce Township

Q2

What finance software does your jurisdiction use?

UAN

Q3

Are you satisfied with customer service and software support? If yes, please describe

Yes - they are always available during working hours when we call. They have trainings available as well as mini web trainings.

#7

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Last Modified: Thursday, June 03, 2021 11:32:53 AM
Time Spent: 00:01:33
IP Address: 66.161.250.150

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Q1

What is your name and jurisdiction?

Delhi Township

Q2

What finance software does your jurisdiction use?

Uniform Accounting Network (UAN) from the State of Ohio

Q3

Are you satisfied with customer service and software support? If yes, please describe

Yes I love this system very user friendly!

#8

COMPLETE

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Last Modified: Thursday, June 03, 2021 11:38:21 AM
Time Spent: 00:04:07
IP Address: 69.61.243.170

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Q1

What is your name and jurisdiction?

Kathleen Harcourt
Finance Administrator

Q2

What finance software does your jurisdiction use?

UAN- Uniform Accounting Network

Q3

Are you satisfied with customer service and software support? If yes, please describe

Yes. It is put out by state auditor's office and the UAN support staff is outstanding.

#9**COMPLETE**

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IP Address:	216.68.27.226

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Q1

What is your name and jurisdiction?

Katie Smiddy, City of Montgomery

Q2

What finance software does your jurisdiction use?

CMI

Q3

Are you satisfied with customer service and software support? If yes, please describe

No-We have experienced many growing pains as the company faces retirements and was bought out last year.

#10

COMPLETE

Collector: Web Link 1 (Web Link)
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Last Modified: Thursday, June 03, 2021 11:47:17 AM
Time Spent: 00:02:04
IP Address: 216.68.204.86

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Q1

What is your name and jurisdiction?

Jennifer Kaminer
Village of Fairfax

Q2

What finance software does your jurisdiction use?

UAN thru State Auditor's Office

Q3

Are you satisfied with customer service and software support? If yes, please describe

Per our fiscal officer - yes; no issues and they provide quick customer service and support.

#11

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, June 03, 2021 11:47:23 AM
Last Modified: Thursday, June 03, 2021 11:49:05 AM
Time Spent: 00:01:41
IP Address: 70.61.148.136

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Q1

What is your name and jurisdiction?

Evonne Kovach, Greenhills

Q2

What finance software does your jurisdiction use?

UAN

Q3

Are you satisfied with customer service and software support? If yes, please describe

Yes, very pleased with service and support. Easy to get ahold of; good training sessions, etc.

#12**COMPLETE**

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Last Modified:	Thursday, June 03, 2021 12:11:38 PM
Time Spent:	00:01:20
IP Address:	74.142.87.66

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Q1

What is your name and jurisdiction?

Village of Carlisle, Warren County

Q2

What finance software does your jurisdiction use?

Civica CMI - Authority Finance

Q3

Are you satisfied with customer service and software support? If yes, please describe

Software support has been challenging through COVID. All their support staff is working from home and their systems are not as prompt as I would like. Civica needs improvement in this regard.

#13

COMPLETE

Collector: Web Link 1 (Web Link)
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Last Modified: Thursday, June 03, 2021 12:29:34 PM
Time Spent: 00:00:21
IP Address: 70.62.243.130

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Q1

What is your name and jurisdiction?

City of Sharonville

Q2

What finance software does your jurisdiction use?

CIVICA CMI

Q3

Are you satisfied with customer service and software support? If yes, please describe

Yes

#14

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, June 03, 2021 12:32:29 PM
Last Modified: Thursday, June 03, 2021 12:35:03 PM
Time Spent: 00:02:34
IP Address: 198.24.109.194

Page 1

Q1

What is your name and jurisdiction?

Brian Uhl
City of Springdale

Q2

What finance software does your jurisdiction use?

CMI - Finx Client Server

Q3

Are you satisfied with customer service and software support? If yes, please describe

Yes. They have been very responsive to our questions and needs.

#15

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, June 03, 2021 12:35:31 PM
Last Modified: Thursday, June 03, 2021 12:36:29 PM
Time Spent: 00:00:58
IP Address: 216.68.226.226

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Q1

What is your name and jurisdiction?

West Chester Township

Q2

What finance software does your jurisdiction use?

GEMS by Harris

Q3

Are you satisfied with customer service and software support? If yes, please describe

Yes

#16

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, June 03, 2021 1:04:57 PM
Last Modified: Thursday, June 03, 2021 1:06:06 PM
Time Spent: 00:01:08
IP Address: 172.58.169.203

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Q1

What is your name and jurisdiction?

Miami Township, Clermont County

Q2

What finance software does your jurisdiction use?

Frey Municipal Software

Q3

Are you satisfied with customer service and software support? If yes, please describe

Customer service and support is generally good, however, we would not recommend the software itself.

#17

COMPLETE

Collector: Web Link 1 (Web Link)
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Last Modified: Thursday, June 03, 2021 3:32:37 PM
Time Spent: 00:02:01
IP Address: 12.69.182.2

Page 1

Q1

What is your name and jurisdiction?

John Lewis - Washington Township, Montgomery Count

Q2

What finance software does your jurisdiction use?

MUNIS from Tyler Technologies

Q3

Are you satisfied with customer service and software support? If yes, please describe

Support sometimes takes time depending upon the area of software, however they are thorough when they need to assist. Our rep has been great about expediting cases for us that are a higher priority. The support for more technical issues has been great.

#18**COMPLETE**

Collector:	Web Link 1 (Web Link)
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Last Modified:	Thursday, June 03, 2021 3:54:28 PM
Time Spent:	00:00:50
IP Address:	66.161.221.162

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Q1

What is your name and jurisdiction?

Joe Reigelsperger
City of Mason

Q2

What finance software does your jurisdiction use?

CMI

Q3

Are you satisfied with customer service and software support? If yes, please describe

not really

#19

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, June 04, 2021 7:48:38 AM
Last Modified: Friday, June 04, 2021 7:50:52 AM
Time Spent: 00:02:13
IP Address: 174.207.164.160

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Q1

What is your name and jurisdiction?

City of Wyoming
Jeremiah Caudill

Q2

What finance software does your jurisdiction use?

Software Solutions VIP

Q3

Are you satisfied with customer service and software support? If yes, please describe

Yes. Have been responsive when seeking assistance and have worked to correct issues discovered. Converted to VIP in September 2020 so timeframe has been short.

#20

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, June 04, 2021 4:35:23 PM
Last Modified: Friday, June 04, 2021 4:41:52 PM
Time Spent: 00:06:28
IP Address: 66.161.250.150

Page 1

Q1

What is your name and jurisdiction?

Delhi Jack Cameron

Q2

What finance software does your jurisdiction use?

UAN Uniform Accounting Network through Auditor of State

Q3

Are you satisfied with customer service and software support? If yes, please describe

Yes but you are expected to self teach and utilize the Auditor of State's Office to confirm approaches as well.

#21**COMPLETE**

Collector: Web Link 1 (Web Link)
Started: Monday, June 07, 2021 10:10:41 AM
Last Modified: Monday, June 07, 2021 10:17:07 AM
Time Spent: 00:06:25
IP Address: 74.142.248.202

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Q1

What is your name and jurisdiction?

Whitewater Township

Q2

What finance software does your jurisdiction use?

Ohio Auditor of State UAN

Q3

Are you satisfied with customer service and software support? If yes, please describe

There are some things that would be nice additions to the software, however the program works very well. Customer Service is outstanding! When Auditor Faber took office, he toured the state asking for input. At a meeting of approximately 20 Fiscal Officers someone made the comment that they would pay more if we could keep the current customer service support. Everyone in the room agreed. I would still pay more for the excellent service we receive.

#22

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, June 07, 2021 2:14:30 PM
Last Modified: Monday, June 07, 2021 2:14:47 PM
Time Spent: 00:00:17
IP Address: 70.61.148.147

Page 1

Q1

What is your name and jurisdiction?

Kim Cox
Springfield Township

Q2

What finance software does your jurisdiction use?

UAN

Q3

Are you satisfied with customer service and software support? If yes, please describe

Yes

#23

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, June 08, 2021 1:30:01 PM
Last Modified: Tuesday, June 08, 2021 1:30:40 PM
Time Spent: 00:00:38
IP Address: 69.61.162.234

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Q1

What is your name and jurisdiction?

Loretta - Pierce

Q2

What finance software does your jurisdiction use?

UAN - state provides

Q3

Are you satisfied with customer service and software support? If yes, please describe

yes
