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# Case Study

## City of Sumter, South Carolina

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### THE PROBLEM

Coley Andrews wasn't only looking to save taxpayers' money when he suggested that the City of Sumter update its check printing process with the EZPayManager/400 laser checks module from ACOM – he was also looking for ways to ensure that paper waste and downtime were reduced.

As a municipality, the City of Sumter is required to “share the wealth,” so to speak. Each year, the city changes its banking partners, using one financial institution for accounts payable transactions and another financial institution for payroll-related transactions. For twenty years, the city had been destroying its bank-specific check stock every time it changed banks. But since the city started using the EZPayManager/400 software, it now uses just one kind of paper – a paper that will satisfy the city's banking requirements for many years to come.

### THE SOLUTION

The City of Sumter realized two immediate benefits when it started using the EZPayManager/400 software and printer configuration recommended by ACOM.

- Now when the city changes banks, it simply stores the new bank's micro-encoded (MICR) name and address in their system files and prints checks dynamically using blank, cut-sheet security paper. No longer does the city have to order huge quantities of preprinted check stock when it changes banks, nor does it have to destroy preprinted check stock left over at the end of the year. Both activities had previously resulted in expenses that added up over the years.
- The EZPayManager/400 software also eliminated potential downtime.

“I knew we made the right decision to buy the EZPayManager/400 check module when ACOM delivered the software and two printers for not much more money than their competitor wanted to charge

for just one printer,” said Coley Andrews, Director of M.I.S. for the City of Sumter. “ACOM's feature-rich laser checks module and the additional printer really made the difference for us.”

Andrews explained: “We had one occasion when another printer was acting up, but it didn't escalate into bad fortune because we had the second printer provided by ACOM Solutions and we used it to back up after it was done printing the checks.”

### SUCCESS!

He delighted in recounting that if the city had chosen another vendor's product instead of ACOM's turn-key solution, they would have been exposed to unexpected – and costly – expenses like employee and equipment downtime. “The configuration recommended and provided by ACOM took the pressure off us completely,” said Andrews. “It was business as usual because we made the right choice and purchased the more reliable system from ACOM.”

The EZPayManager/400 software was the most cost-effective solution to the City of Sumter's business needs, and Andrews insists that the City of Sumter has gained far more than it has invested by using the EZPayManager/400 checks module.

“There were high-pressure sales reps from the competition who said it couldn't be done with the setup provided by ACOM,” said Andrews, “but that was three years ago, and we've never had even one complaint about their products or services. You could say I'm an ACOM ambassador. They've been great to us.”