

E-Mail from [Mark Nannini, Finance Director](#) @ Crystal Lake, Illinois

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**From:** Mark Nannini  
**Sent:** Tue 2/24/2009 5:57 PM  
**To:** Jim Barksdale [mailto:JBarksdale@jonesboro.org]  
**Subject:** SPRINGBROOK SOFTWARE

Sorry Jim it has been a very busy day. I am trying to finish budget by Friday and get into City Council hands.

**Do you like the software?** We like the software it is easy to use. The users can find things and it tracks processes so one knows where they left off. Good audit trails. It is similar to excel and allows of import and export of files.

**How long have you been using Springbrook?** The City of Crystal Lake has been using Springbrook for 2 and 1/2 years.

**Do you have any significant issues with it?** We had minor issues similar to any other package. But most of the issues are either worked out or modified by Springbrook to our liking. Whoever your representative is should assist you, including additional training. Internally we have used train the trainer method and it works very well.

**Is it used in other areas besides finance and do those areas have any significant issues with it?** It is used in every department of the City. Except the Library, they have their method of madness that we convert info into the Springbrook system for reporting. The only other issue is users expectation and inability to tackle the system. Every time something goes wrong it is the Software problem, when actually it is user error or lack of understanding.

**What percentage of the software would you say your city actually uses?** We utilize (guessing) about 50% of the capabilities. Are next phase of implementation is to challenge the software even more. Everyone of the Finance staff strived just to get it running, now it is time to challenge it to see what we have missed. I encourage my staff to do this so we can discover more efficiency in the system and processes. I encourage other departments to ask questions and ask "Can we do this"?.

**If you had to do it all over again, would you choose Springbrook?** Yes

Sorry for the delay in responding, but I am available tomorrow afternoon if you want to discuss this further, 815-356-3609.