



FROM CHAOS TO HARMONY
THE BENEFITS OF ERP SOFTWARE SOLUTIONS



Leo DiNicola, the current CFO of Quality Data Service Inc., has been instrumental in driving the company's growth over the past 26 years through strategic mergers and acquisitions. Under his leadership, QDS has become the leading software provider for Tax and Assessor Software in New England. His career also includes roles as a manufacturing controller at Union Camp Corp, a partner at Kolb Maguire PC, and his current positions as Managing Member of Torrington Tax Collector LLC and Assistant Tax Collector.

Leo earned his Bachelor of Science degree from the University of Connecticut and his Master's degree from the University of Hartford. Originally from Rome, Italy, he enjoys vacationing there with his wife and two children whenever possible.

An enthusiastic supporter of the UConn Huskies, New England Patriots, and SS Lazio Soccer Club, Leo dreams of being a midfielder for SS Lazio. He has attended three Super Bowls (with two victories) and two Final Fours (both wins).



Rob Raymond, the former co-owner and CEO of DataNational Corporation, played a pivotal role in the merger with Zobrio in the summer of 2008. With over 30 years of experience in business and product development, Rob has been a primary asset to the growth of the Zobrio Product team.

Rob is also an active contributor and guest speaker for the Massachusetts Municipal Organization and the Massachusetts Collector/Treasurer Organization. He holds a Bachelor of Science degree from the University of Massachusetts at Amherst.

Known to his grandchildren as Papy, Rob's special skill is hiding during games of hide and seek.



THE TYPICAL CHAOS

We're going to explain the typical process as it is today amongst most local government and explain the benefits of adopting an ERP (Enterprise Resource Planning) solution.

The Typical Process

90+% of the revenue comes from the revenue collector's office. Daily, there are procedures to record, balance and report to finance.

To balance there are NINE pages of instructions. This is a daily occurrence. On a monthly basis, there are FOURTEEN pages of instructions to go through monthly.

This can be simplified.

Part of the process is providing the finance department with journal entries, revenue by type, interest by year and taxes receivable by grand list year - including lawful, corrections, refunds, and transfers to the grand list that are being made daily by the Assessor's office.

A day (and month) in the life of a FINANCE DIRECTOR

Reconciliation DEPOSIT/RECEIPT

All RTCTC Collections	\$	652.17
Tax & Sewer (2023 GL) RE	\$	5,483.12
Tax & Sewer (2023 GL) PP	\$	78.92
Tax & Sewer (2023 GL) SU	\$	2,742.60
Tax & Sewer (2023 GL) MV	\$	16,185.13
Tax & Sewer (2023 GL) RE - 2nd	\$	2,888.55
Tax & Sewer (2023 GL) PP - 2nd	\$	48.48
Tax & Sewer (2023 GL) SU - 2nd	\$	426.30
Tax & Sewer (2023 GL) MVS	\$	-
TTC LLC - 2022 LEVY	\$	4,702.45
TTC LLC - 2021 LEVY	\$	214.65
TTC LLC - 2020 LEVY	\$	-
TTC LLC - 2019 LEVY	\$	-
TTC LLC - 2018 LEVY	\$	-
TTC LLC - 2017 LEVY	\$	-
TTC LLC - 2016 LEVY	\$	122.90
TTC LLC - 2015 LEVY	\$	90.45
TTC LLC - 2014 LEVY	\$	-
JEOPARDY COLLECTIONS	\$	-
Interest	\$	1,913.28
Lien	\$	120.00
Fees	\$	417.27
CITY FEES - NEW	\$	100.00
Marshal Fees (MR/MT/AQ)	\$	-
Refunded TaxServ Fees to City	\$	-
Collection Fees (TS) - TaxServ	\$	560.02
Total Receipts	\$	36,746.29

Reports, Reports, Reports

SUMMARY TOTALS

Type	TAXES	BOND INT	INTEREST	LIEN	FEES	DEFERRED TAXES	DEFERRED BOND INT	DEFERRED INTEREST	DEFERRED LIEN/FEE	TOTAL
REAL ESTAT	38,697,460.48	0.00	0.00	0.00	85.50	0.00	0.00	0.00	0.00	38,697,545.98
PERSONALPR	4,129,319.46	0.00	0.00	0.00	0.50	0.00	0.00	0.00	0.00	4,129,319.96
MOTOR VEHI	6,361,393.66	0.00	89.95	0.00	334.73	0.00	0.00	0.00	0.00	6,361,818.34
SEWER USE	3,325,513.81	0.00	0.00	0.00	29.50	0.00	0.00	0.00	0.00	3,325,543.31
COPY FEES	0.00	0.00	0.00	0.00	124.84	0.00	0.00	0.00	0.00	124.84
2023	52,513,687.41	0.00	89.95	0.00	575.07	0.00	0.00	0.00	0.00	52,514,352.43

Reports, Reports, Reports

DELINQUENT TOTALS

Delinquent Report CITY OF TORRINGTON As Of Date 07/31/2024 Cash Type : TOWN Date: 08/02/2024 Page: 1

Conditions : Year 2014 To 2023 Dist To Order By Bill Number Include Susp : Active and Suspense Recap by Bank : No Recap by District No Tax/Def All

Bill #	S-D Name	TOT Tax	TOT Adj	TOT Paid	Tax Due	INT Due	Lien Due	Fee Due	Bin Due	Total Due
TOT RE	# Of Accts: 29	24,515.27	0.00	0.00	24,515.27	38,991.53	624.00	14,223.87	0.00	78,354.67
TOT PP	# Of Accts: 57	41,535.36	876.58	3,349.47	39,062.47	61,827.24	228.00	11,568.10	0.00	112,685.81
TOT MV	# Of Accts: 404	77,974.99	-891.39	2,794.11	74,289.49	118,854.66	0.00	31,418.09	0.00	224,562.24
TOT MVS	# Of Accts: 120	15,975.83	0.00	980.20	14,995.63	22,188.45	0.00	6,254.94	0.00	43,439.02
TOT SU	# Of Accts: 1	212.00	0.00	0.00	212.00	337.08	24.00	85.96	0.00	659.04
YEAR 2014	# Of Accts: 611	160,213.45	-14.81	7,123.78	153,074.86	242,198.96	876.00	63,550.96	0.00	459,700.78

Reports, Reports, Reports GRAND RATEBOOK

Year: 2014 To 2023, Pay Date: 07/31/2024, Time: 08/02/2024 10:03:28 am											All Exclude Overpaid		Page: 1
Conditions: Recap By Year:Yes Recap By Dist:No Act/Susp: Active & Suspense (Separated), Cycle: 00 To 00, Type: TOWN, Bill Type: 00 ALL BILLS											OVER PAID	UNCOLLECTED TAXES	
YEAR/TYPE	ACTS	BEGINNING BALANCE	LAWFUL INC.	CORRECTIONS DEC.	TAXES COLLECTABLE	CURRENT SUSPENSE	TAXES/BINT PAID	INTEREST PAID	L+FEES PAID	TOTAL PAID	OVER PAID	UNCOLLECTED TAXES	
(A) RE	50	200,003.53	2,234.88	-8,662.15	193,576.26	-31,810.18	161,171.76	69,177.56	33,255.19	263,604.51	0.00	594.32	
					REFUND								
(S) RE	22	0.00	0.00	-7,889.23	-7,889.23	31,810.18	-137.26	0.00	0.00	0.00	0.00	23,920.95	
(A) PP	82	64,862.11	881.83	-214.73	65,529.21	-14,582.96	26,096.99	14,264.58	3,484.17	43,845.74	0.00	24,849.26	
					REFUND								
(S) PP	18	0.00	0.00	0.00	0.00	14,582.96	-6.00	0.00	0.00	1,000.48	0.00	14,213.21	
(A) MV	1,820	440,362.46	3,440.22	-17,222.28	426,580.40	-19,319.62	352,296.27	129,847.01	80,119.15	562,262.43	-5.36	54,969.87	
					REFUND								
(S) MV	118	0.00	0.00	0.00	0.00	19,319.62	-605.91	-100.76	-85.50	0.00	0.00	19,319.62	
(A) MVS	1,178	192,122.39	685.62	-1,186.06	191,621.95	-2,490.06	176,626.32	36,590.50	37,504.97	250,721.79	0.00	12,505.57	
					REFUND								
(S) MVS	27	0.00	0.00	0.00	0.00	2,490.06	-112.13	-4.81	-5.00	0.00	0.00	2,490.06	
(A) SU	18	1,754.03	0.00	0.00	1,754.03	-212.00	1,542.03	1,920.81	757.97	4,220.81	0.00	0.00	
(S) SU	1	0.00	0.00	0.00	0.00	212.00	-212.00	0.00	0.00	0.00	0.00	212.00	
(A) YR: 2014	3,148	899,104.52	7,242.55	-27,285.22	879,061.85	-68,414.82	717,733.37	251,800.46	155,121.45	1,124,655.28	-5.36	92,919.02	
					REFUND								
(S) YR: 2014	186	0.00	0.00	-7,889.23	-7,889.23	68,414.82	-861.30	-105.57	-90.50	1,000.48	0.00	60,155.84	
TOTAL 2014	3,334	899,104.52	7,242.55	-35,174.45	871,172.62	0.00	718,103.12	252,294.08	155,258.56	1,125,655.76	-5.36	153,074.86	
					REFUND								

Reports, Reports, Reports

MONTHLY TOTALS

Grand List	Year	Type	ADJUSTED Levy (14-22 GL) as of 7/1/2024	PRIOR YEAR COLLECTIONS (14-22 GL)	LAWFUL CORRECTIONS		TTC Abatements/Jeopardy	Adjusted Taxes Collectible	Taxes	COLLECTIONS F-Y 24/25		Uncollected Taxes As of 6/30/2024	YTD % COLLECTED	REFUNDS SUMMARY						Int/Fees	
					Additions	Deductions				Interest	Total Collected			Due 7/1/2024	Overpayment Generating	Assessor Generating	Current Transfers	Back Trfrs/Writeoffs	Refunds Paid		Due Year end
	2023	TAX	100,362,882.61		62,556.55	(82,309.85)	13.26	100,341,941.50	49,216,567.84	510.68	49,217,078.52	51,135,187.09	49.04%	6.18	3,596.52	6,211.17	-	(0.44)	-	9,813.43	(368.59)
		SEWER	7,828,527.97		130,200.00	(583,397.64)	4.81	7,375,335.14	3,326,493.81	29.50	3,326,523.31	4,062,189.47	44.92%	-	13,348.14	-	-	-	-	13,348.14	(8.82)
1st:	RE		39,769,039.61		-	(13,904.06)	(12.07)	39,755,122.23	35,935,196.79	85.50	35,935,282.29	3,819,925.44	90.39%	-	-	-	-	-	-	-	-
	PP		5,525,178.01		-	(2,880.14)	(0.09)	5,522,333.79	3,669,939.85	0.50	3,669,940.35	1,852,393.94	66.46%	-	-	-	-	-	-	-	-
	SU		3,914,263.99	130,200.00	(583,397.64)	4.81	3,461,071.16	2,496,288.97	29.50	2,496,318.47	964,782.19	72.12%	-	-	-	-	-	-	-	-	-
	MV		9,784,278.80	62,556.55	(65,525.65)	25.42	9,780,099.29	6,361,393.66	424.68	6,361,818.34	3,426,358.79	64.97%	-	1,906.77	5,746.39	-	-	-	-	7,653.16	(367.75)
		1st subtotal:	58,992,760.41	192,756.55	(665,707.49)	18.07	58,518,626.47	48,462,819.27	540.18	48,463,359.45	10,063,460.36										
2nd:	RE		39,767,026.79		-	-	-	39,767,026.79	2,771,821.02	-	2,771,821.02	36,996,636.24	6.97%	-	1,430.47	-	-	-	-	1,430.47	-
	PP		5,517,359.40		-	-	-	5,517,359.40	478,216.52	-	478,216.52	5,039,872.68	8.65%	6.18	259.28	464.78	-	(0.44)	-	729.80	-
	SU		3,914,263.98		-	-	-	3,914,263.98	830,204.84	-	830,204.84	3,097,407.28	20.87%	-	13,348.14	-	-	-	-	13,348.14	(8.82)
	MVS		-		-	-	-	-	-	-	-	-	#DIV/0!	-	-	-	-	-	-	-	(0.84)
		2nd subtotal:	49,198,650.17		-	-	-	49,198,650.17	4,080,242.38	-	4,080,242.38	45,133,916.20									
2022		SUBTOTAL:	108,191,410.58		192,756.55	(665,707.49)	18.07	107,717,276.64	52,543,061.65	540.18	52,543,601.83	55,197,376.56	48.76%	6.18	16,944.66	6,211.17	-	(0.44)	-	23,161.57	(377.41)

Reconciliation CERTIFICATE OF CHANGE

	PERS PROP		MV SUPP		RE		MV		TOTALS	
	Increase	Decrease	Increase	Decrease	Increase	Decrease	Increase	Decrease	Increase	Decrease
2023		-2880.14				-13904.06	62556.55	-65525.65	62556.55	-82309.85
CROVO TTL										0.00
GOSLEE TTL	0.00	-2880.14	0.00	-277.53	0.00	-14650.86	121357.15	-68038.92	121357.15	-85847.45
CROVO DIFF										0.00
GOSLEE DIFF		-2880.14		-277.53		-14650.86	53318.23		35509.70	

Reports, Reports, Reports
THIS IS CHAOS

The Fundamentals & Importance of Finance Directors

Being a Finance Director

FOR DUMMIES

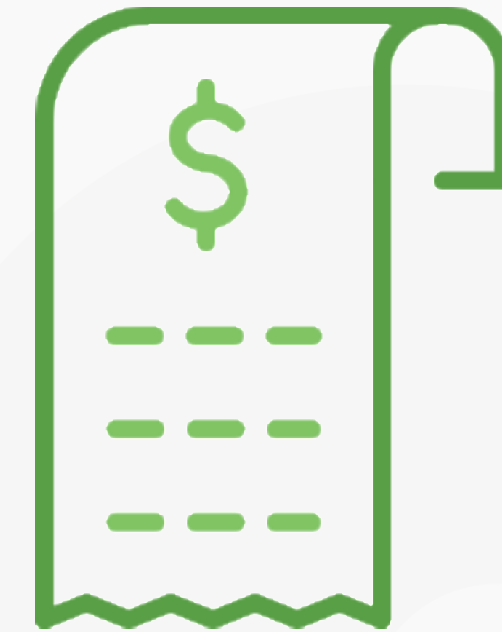


Automating The Recording Of Revenue AT THE SOURCE

**Leveraging Online
Payment Capabilities**



**Automated Payer Receipts
& Fraud Prevention**



**Attaching Source
Documents Upon Entry**



Introduction to ERP Software



Introduction to ERP Software

Enterprise Resource Planning • “Enterprise” and why it is important.



**Leveraging
Online Payment
Capabilities**



**Not Depending
On Spreadsheets**



**Reduction of
Additional
Reconciliation
Needs**



**Incorporation
of API
Technologies**

Application Programming Interface

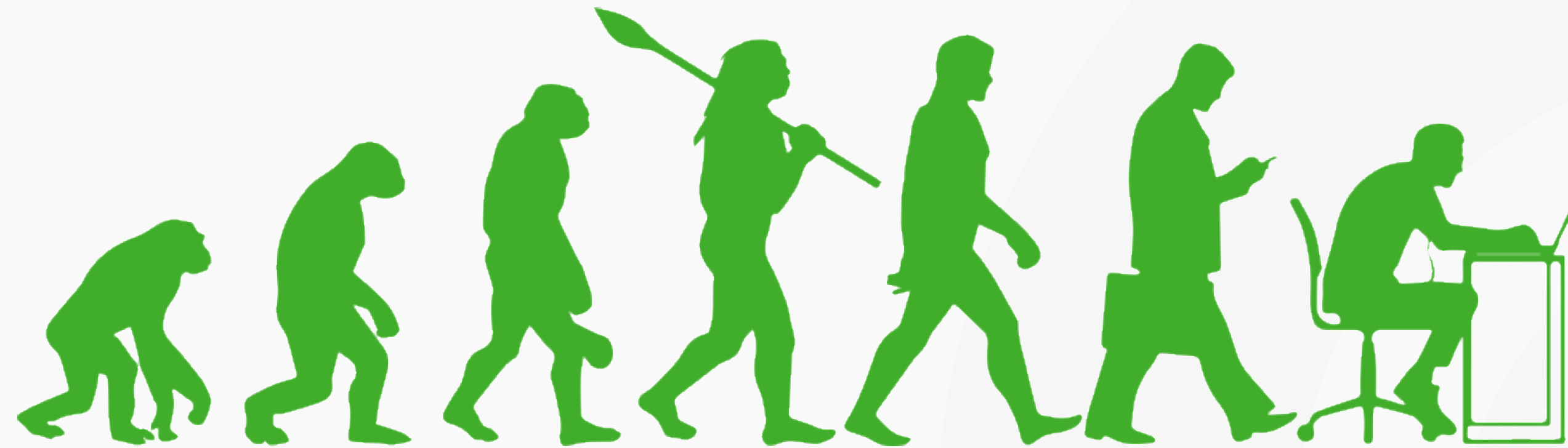
UNDERSTANDING APIs



OLD VS. NEW



The Evolution of Software FOR LOCAL GOVERNMENT



**Automation of
Billing & Collections**



**Reduction of External
Audit Time Investments**



Finding The Right SOLUTIONS

When we refer to old, legacy applications, many companies concentrated in some aspect of this legacy mindset - like programming in a bubble.

Best practice is to adopt current software with advanced API technologies and find companies that specialize in the respective department and/or function needed.

This companies should have the expertise and dedication to updating legacy programming code and to upgrade systems.

When selecting a vendor ensure that they have geographic domain knowledge of statutes and laws as they pertain to the location.

The Benefits:

Overall Reduction in Headaches

Save Time & Gain Efficiency



Eliminate Human Error, Transposition, & Manual/Redundant Data Entry



RECONCILIATION

Oh, the anxiety.



Ways to ease the stress:

- Avoid Manual Processes Prior To Entry (Manual Ledgers, Spreadsheets)
- Automate Online Payment Processes
- A \$2 discrepancy in an audit, is a NIGHTMARE!
- The system should be tailored to accommodate online payment processes and rules

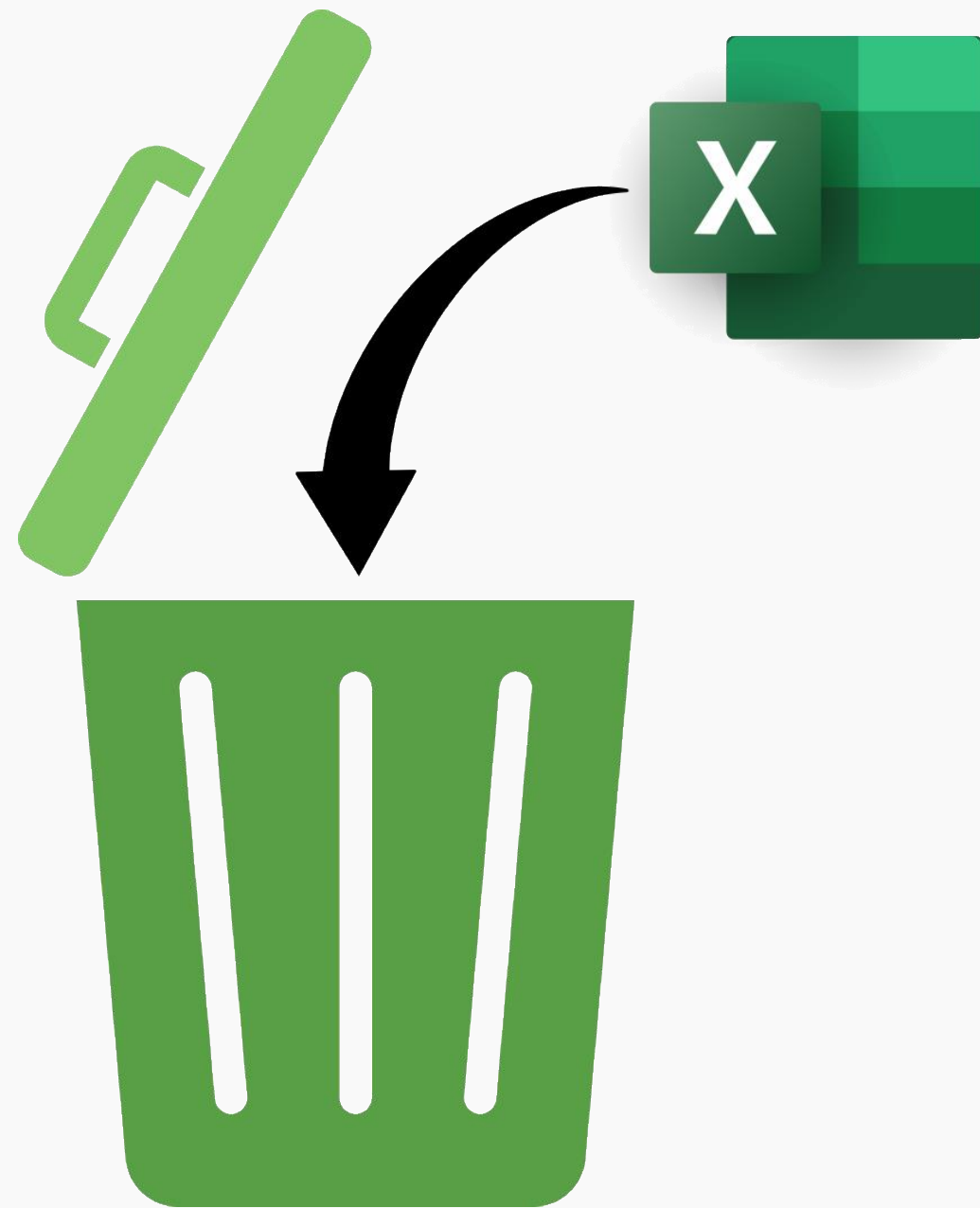
Financial/Cash Management & Reporting

Local government is making decisions and need accurate and timely data.

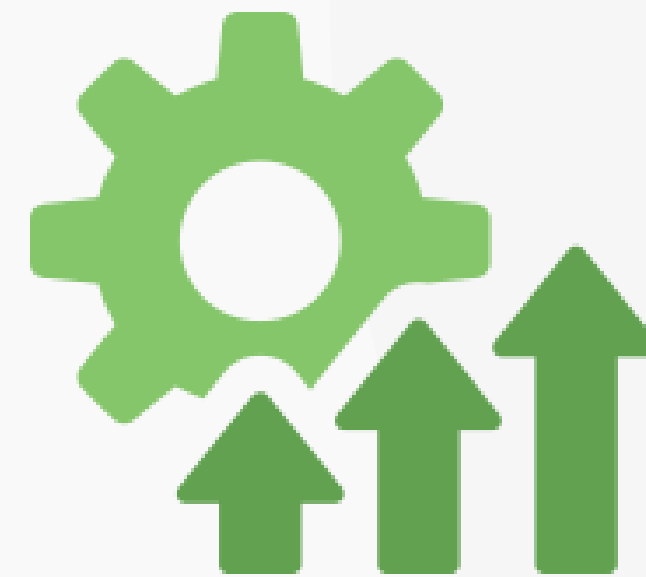


Eliminate Spreadsheets

Budget Preparation & Bank Book Ledger



Better visibility to your data reduces the possibility of fraud and misdeeds.



Scalability!
Your ERP should grow as your needs evolve.

Improving Processes

Capture Information At The Source



**Typical increase in productivity is:
20 - 40 Work-Hours Per Week**

**Reduce reconciliation processes
as much as:**

72.8%

Data Security & Compliance

API Automation Ensures Increased Security



Integrating Best-in-Breed Solutions provides:

- **Increased Compliancy**
- **Updated Reporting**
- **Security Patches**
- **Continued Software Upgrades**

Testimonials & Case Studies

There's Proof In The Pudding

"Utilizing ERP is in a word, GREAT! We have saved a significant amount of time and now can make final decisions instantly as opposed to our former practice of compiling disparate information into a spread sheet for one-time analysis.

We have experienced a significant savings of time. We have been able to reduce the amount of time that it takes to manage cash and the full receipting process by as much as 70%."

– **Patrick Dello Russo, Treasurer/Collector**

Milton, Massachusetts



- **Saved up to 40 man-hours a week**



- **Experienced a 70% reduction in required time for cash management and the full receipting process**



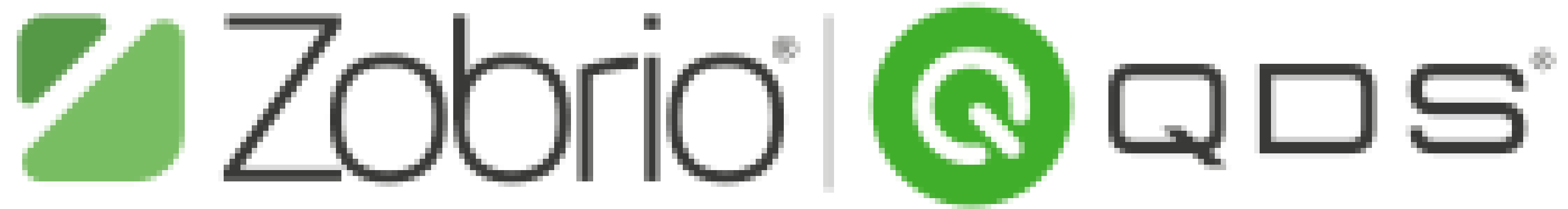
- **Uncovered bank-created errors**

BEFORE ERP





AFTER ERP



QUESTIONS?

WHO IS QDS?

QDS started in 1981

QDS is a leader in Local Government Software & Services
Specializing in municipal software • It's all we do.

Our core solutions are

Collections, Assessor Admin, Utility Billing, Parking, CAMA, Revaluations, Bill Printing & Mailing, and more.

99%+
CLIENT
RETENTION

250+
CLIENTS

55+
EMPLOYEES

4M+
TAX BILLS
PRINTED & MAILED
ANNUALLY



**CODED & SUPPORTED
IN THE US**

11%
GROWTH
ANNUALLY

WHO IS ZOBRIO?

Zobrio started in 1987

Zobrio is a leader in financial software **specializing in Local Government.**

Our core solutions are

Cash Management, Banking, Bank Reconciliation, Fund Accounting, & Budgeting

\$10B+
TRANSACTIONS
IN 2021

663
CLIENTS

400+
YEARS
COMBINED EMPLOYEE
SOFTWARE EXPERIENCE

\$70B+
TRANSACTIONS
IN THE LAST
10 YEARS



**CODED & SUPPORTED
IN THE US**

15%
GROWTH
ANNUALLY

FULLY INTEGRATED ERP SUITE

- **FULLY INTEGRATED ERP MUNICIPAL SOLUTION**
- **INTEGRATED WITH QDS COLLECTIONS, ASSESSOR, AND UTILITY BILLING**
- **INTEGRATED WITH POINT SOFTWARE PERMITTING**

