

Town of Mountain Village's Shift From a Private Sector to Public Sector HRIS



CHALLENGE ONE

Stuck waiting weeks for tech support

The Town of Mountain Village was previously using an HRIS that was difficult to use and required contacting support. They often **waited 2 weeks or more** when an issue arose, preventing work from being completed.

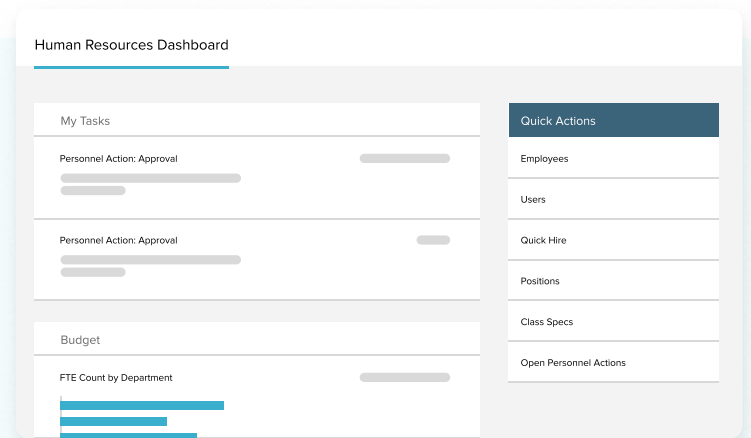
OUTCOME

No need to reach out to support

NEOGOV's HRIS is intuitive enough that they **rarely ever have to contact support**. When they must contact NEOGOV, they receive a **prompt response**. They are now able to get their work done in a timely manner and ensure it is done correctly.

Built for the public sector

The Town of Mountain Village has fewer work-arounds because the system was built with government operations in mind.



CHALLENGE TWO

Forced to manage distributed data

Their previous HRIS did not allow them to track specific, necessary employee data. This meant managing that information separately on paper, requiring them to **track it in multiple places**.

OUTCOME

All-in-one, accessible environment

With a configurable system, the town can now add custom fields and text on employee profiles. Everything is tracked and stored in one place — **no more paper or duplicate data entry**.

“Government needs are quirky and we were having a hard time with getting our previous vendor to understand our needs. **NEOGOV speaks our language**, which makes our finance team very happy.”

Jaime Holmes, HR Director, Town of Mountain Village (CO)