



City of West Fargo, ND

Supporting Their Specific, Growing HRIS Needs

THE CHALLENGE

Running up to nearly 300 paychecks per payroll and supporting a city of over 39,000 residents, the City of West Fargo knew their previous software system was struggling to keep up with their needs.

“We were just starting to outgrow our previous system and they were not able to grow with us,” HR Generalist Amanda Swanson said.

WHY THEY CHOSE NEOGOV

Looking for a system that could mature with them and support their specific public sector requirements, the City also wanted to combine the three systems they had been using into one centralized platform. “Previously we had three different platforms, so bringing it all onto a common platform with a single login is a big plus,” according to Finance Director Jim Larson.

In addition to integrating payroll, time and attendance, and benefits, providing employees with access to a self-service portal made NEOGOV’s HRIS an ideal fit for the City of West Fargo.

“Employees being able to use the self-service login to access all of their pay stubs, direct deposit information, benefits, accruals, and being able to request time off – that’s really beneficial to our employees and managers,” Amanda Swanson said.

HOW THEY CUSTOMIZED THE SOLUTION

Throughout the implementation process, the City was able to customize NEOGOV’s system to their requirements. In particular, they had specifications for the general ledger interface, the unique payroll processes of divisions like police and fire, and a need to build specific reports.

“We used to do so much manipulation to pull reports that it could take half an hour to get some of the reports we needed,” Swanson said. “Now it takes five minutes and does exactly what we need it to do.”

Not only has the flexibility of the system been a positive for the City, but they also recognize

the benefits of a solution that is tailored to the public sector.

“The effective dating feature is significant, not just for HR, but also for finance. Being able to put employees in with an effective date so you can load them in ahead of time, we didn’t have that ability with our previous software. It provides a lot of relief for us and improves accuracy for employees, so that’s a win-win,” according to Larson.

“The ability to customize has been excellent. But it’s not just the software platform. NEOGOV has staff who understand the differences of public sector needs as well,” Larson continued. “That’s

a real advantage compared to the other platforms that are out there.”

With the support and guidance of the NEOGOV team, the City of West Fargo has successfully implemented a HRIS system that fits their specific and evolving needs in just a few months.

“The team at NEOGOV has done a phenomenal job listening to us, understanding what we’re looking for, and bringing in the level of expertise we needed,” Larson said.



The combination of payroll, time and attendance, and employee self-service is really slick.

AMANDA SWANSON, HR Generalist

West Fargo, ND