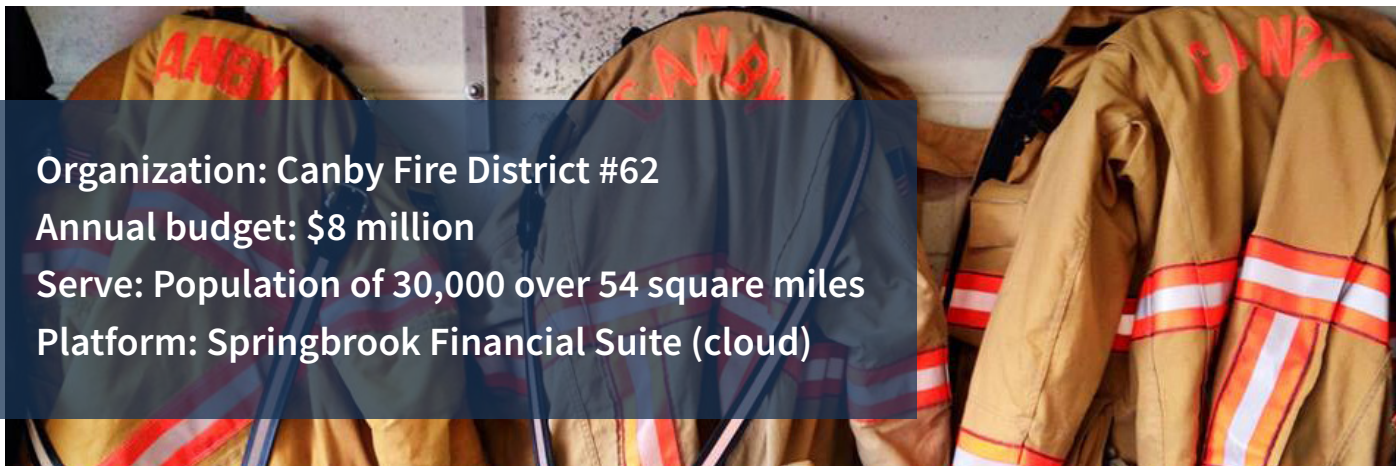# Springbrook Case Study

## A true fan and an advocate of the Springbrook system

Lori Fawcett, Finance Officer, inherited an accounting setup that was missing one shocking element, and then survived not one but two PC crashes. But today, Canby's core financial systems are safely in the cloud, running on Springbrook Financial Suite.

**Organization: Canby Fire District #62**
**Annual budget: $8 million**
**Serve: Population of 30,000 over 54 square miles**
**Platform: Springbrook Financial Suite (cloud)**

| NEEDS | SOLUTIONS | BENEFITS |
|---|---|---|
| • Modernize antiquated core financial systems and processes to secure, user-friendly software<br>• Must meet State's financial auditing requirements for fire districts<br>• High level of knowledgeable support | • Springbrook Financial Suite, fully deployed on Springbrook's Cirrus Cloud platform | • Modern software<br>• Enterprise-level security<br>• System reliability, data backup and redundancy<br>• 100% compliant with State strict audit standards for fire districts<br>• Expert consultation<br>• Remote access going forward for staff<br>• Large network of Springbrook system users to support collaboration and staff coverage |

When Lori Fawcett joined Oregon's Canby Fire District #62 in 2008, she took over from an administrator who'd been there for 15 years and "hated computers." "She was comfortable with paper ledgers," recounts Fawcett, the fire district's Finance Officer. The next manager prior to Fawcett adopted computer use for the finance department and used an early version of Springbrook, but left out a crucial part of the setup, which Fawcett discovered when she arrived in 2008.

"She wasn't as familiar with accounting, [and] thus never used the revenue side," says Fawcett. "She wasn't tracking revenue in Springbrook or even on paper!"

Then, disaster struck. A week before retiring the old version, the computer running the on-premise version of Springbrook crashed. Fortunately, Fawcett had just printed all the records from the old system.

Ironically, just after Canby Fire District had migrated to an updated version of Springbrook in 2009, "my PC crashed."

As Fawcett tells it, Canby turned to Springbrook originally because its fire chief knew that QuickBooks "was not good for a public entity." Besides, Portland-based Springbrook was a relatively local company, which meant easy access to support and onsite training.

"Someone came in and trained me, in person, in the office," says Fawcett, adding that the first person she met at Canby was a Springbrook employee, that was how quickly Springbrook responded to the district's call for help to revise its accounting systems. After 25 years of using Springbrook Canby Fire District is still a happy client.

"That support, that high level of customer support, is vital to finance officers like myself," Fawcett says.

## Cross-District Collaboration & Staff Coverage

Even more interesting is Canby's advocacy with other nearby fire districts for its preferred software platform, to the benefit of the agencies and their respective taxpayers.

Canby has made a case that collaboration with these other districts will be easier if they, too, use Springbrook. "We've shared with all of them," says Fawcett. As an example, Fawcett can now support the accounting function at Woodburn Fire District, which moved to Springbrook at Canby's recommendation in 2020.

# Peace of Mind with Springbrook Cirrus Cloud

Springbrook Cirrus Cloud are 100% hosted in the Microsoft Azure public cloud. This allows Springbrook to take advantage of a scalable, reliable and secure computing environment with a global presence. Microsoft follows an end-to-end approach to secure and harden their infrastructure, including physical, operational and software measures.

Microsoft is responsible for securing the physical and logical infrastructure. This includes all the datacenter, networking, compute, storage and software systems used to implement the services Microsoft offers to its customers under its Azure product brand.

Springbrook is responsible for securing the implementation of its cloud services within the Azure public cloud infrastructure. This includes the guest operating systems and applications that reside on Azure VM's, any use of Azure Storage and configuration of Azure services.

The customer retains responsibility for their accounts and identities provisioned within the Springbrook Cloud Services, and the devices or endpoints used to interact with Springbrook Cloud Services.

# SpringbrookCirrus

"Another district manager could rely to me for coverage and vice versa, if the need comes up," says Fawcett, adding that this can be especially helpful during audit season when administrators get really busy with special requests and could use an extra hand in covering regular ongoing finance and accounting tasks.

## Future Plans: Embracing the Cloud & Empowering More Users

Speaking of coverage, Fawcett is thankful to be on Springbrook Cloud, given the fire district's history of computer crashes and bad backups. In 2014 as she was in the process of migrating Canby's data into Springbrook's Cloud platform, the contracted IT staff forgot to backup for three months. (Once again, Fawcett's audit printouts saved the day.)

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"Lori and I worked from home during the early onset of Covid, and that was only made possible by having our systems in the cloud. Having [Springbrook Cloud] was crucial during the pandemic, and will remain a vital aspect for future events or other times we are working remotely." – Leanna Bursell, Canby Fire District, Administrative Assistant

Today, Fawcett and her assistant interact with Springbrook's Financial Suite. But what she calls the "mature plan" is to give more people, starting with captains, direct access to the system to do their own reporting. "In the meantime, we're educating them about reports and giving them trial balances," says Fawcett. By eventually empowering more users to use Springbrook, Canby will enable department leaders to have real-time insights and be able to manage their staff and resources with confidence.