

## Company Information



Black Mountain Software, Inc. is a Montana-based firm that continues to expand in order to meet the information management demands of local governments across the nation. Founded in 1988, BMS has cultivated a reputation for unrivaled software products and superior customer service and support. It should come as no surprise then that Black Mountain Software has outgrown its humble Montanan roots and been exported to the likes of Alabama, Alaska, California, Colorado, Delaware, Florida, Georgia, Idaho, Iowa, Kansas, Michigan, Minnesota, New Jersey, New York, North Carolina, North Dakota, Ohio, South Carolina, South Dakota, Utah, Virginia, Wisconsin, and Wyoming as well.

Black Mountain Software began as the creation of Helena's own Wayne Carriere, who developed technical software products for nearby cities and towns, much to their benefit. In 1991, he began collaborating with another software company based in Polson. This company was co-founded by Jack Liebschutz, who developed a municipal fund accounting system. In 1993, the two ventures combined and incorporated as Black Mountain Software, Inc.

By 1995, Black Mountain Software had become Montana's vendor of choice for the majority of cities and towns that wished to embrace the impending digital revolution. Vastly superior products, dedication to high quality service, and rapid expansion into local government made for tremendous value and became the basis of our success. Currently, we serve approximately 92 percent of Montana cities and towns with populations between 500 to 10,000.

Operating with around 50 employees, we have nearly 600 local government clients and uphold a reputation for exceptional products and services. We have developed and support more than 30 software products that feature reliable and complete integration, which has set a new standard for seamless automation.

We are proud of our strong track record and continued ability to simultaneously enhance our software products and meet expanding client needs.

We work extremely hard to ensure that each of our clients is fully satisfied with our software, service, and support. In assessing our suitability to provide your organization with software, we encourage you to contact any or all of our references. We stand by their opinions of us.

## Maintenance and Support

At Black Mountain Software we fully support the software we provide. Our specially trained staff is available to provide service and support during the hours of 7:00 am to 5:30 pm MST, Monday through Friday (excluding most federal holidays). When your staff calls our office, we are ready to answer your questions and solve your problems as quickly and efficiently as possible.

Because we are focused on responding to the needs of our clients, we are frequently making minor improvements and enhancements to our applications. After strict testing, these updates are immediately available to our clients. Software updates can be accessed anytime within

each application via the Live Update feature. All modifications are recorded in each application's Change Log so our users have an up-to-date list of any and all changes, enhancements, report additions, or improvements. We also ensure all necessary upgrades meet federal and state requirements for reporting purposes. Upgrades occur when new options become available or by detailed client requests. To further assist our clients with their needs, we have expanded to the Cloud. The BMS Cloud provides all the trusted software functions we are known for but with greater reliability, better performance and improved security like nightly backups, data protection, and disaster recovery.

## Training

Training and installation is included in your purchase quote. There are no hourly, per call, or hidden training fees. Best of all, the majority of our installations and training services are performed remotely to minimize client costs by eliminating travel expenses.

Online training provides thorough and succinct training sessions at your convenience. We can schedule accounts payable training during the week of your first live AP run, payroll training during the week of your first live payroll run, bank reconciliation training for the week your bank statement arrives, etc. Additional individual online training, as in the case of training new office personnel, is also included with our software. Training times can be set up ahead of time to ensure your new staff members will be brought up to speed on the navigational and operational basics of our applications, or whatever is needed or requested.

If your entity decides you would rather have on-site training, this can easily be accommodated. Travel expenses will apply (see specifics on quote). However, all training labor and installation is still included in the purchase price.

## Personnel

We take great pride in having an excellent, multidisciplinary staff with the ability to sufficiently serve our growing client base. We have excellent systems analysts, programmers, and support staff, many of which have worked in local government as clerks and accountants. We feel this enables us to have the best understanding of your exact needs.

## Our Team Is Your Team

Our management, engineering, and customer support staff represent some of the most experienced professionals in the industry and allow us to provide you with exceptional products and services essential to your success.

For a more personalized look at our team's background, qualifications, and areas of expertise, our website features staff biographies and photos to help you become better acquainted with your BMS team.

Visit us today at [www.blackmountainsoftware.com](http://www.blackmountainsoftware.com)

