



# FRANKLIN COUNTY TURNS DATA INTO DECISIONS WITH TELEOSOFT

Franklin County, Pennsylvania – Sheriff's Civil  
Division



## OVERVIEW

Franklin County's Sheriff's Office has used Teleosoft's CountySuite™ Sheriff Solution since 2016, and over time it has become far more than a case management tool. For Sheriff Benjamin Sites, CountySuite™ is the engine behind how the office measures its work, reports to county government, and makes the case for its resources. With accurate financial reconciliation, detailed civil service metrics, and clean audit trails, Franklin County now operates with a level of transparency and credibility that serves the sheriff, the commissioners, and the public alike.

## BENEFITS

01

### Data-Driven Decision Making

CountySuite™ gives the office instant access to detailed civil service metrics—breaking down workload by case type, tracking year-over-year trends, and supporting informed leadership decisions.

02

### Credibility with Elected Officials

Clean, exportable reports and accurate financial reconciliation allow the sheriff to present commissioners and auditors with reliable, verifiable data that reflects the office's true workload and cost recovery.

03

### Financial Accuracy & Audit Confidence

Teleosoft eliminated the reconciliation errors of the previous system. Daily closeouts are accurate, state surcharge reporting is reliable, and controller audits are consistently clean.

04

### Responsive Partnership

When the office identified gaps in how the system was being used, Teleosoft engaged proactively—offering retraining, and assisting with data consolidation.

## DATA THAT TELLS YOUR STORY

“Teleosoft provides clarity for local elected officials—both myself and the commissioners—into cost recovery, usage statistics, and other important data. It allows us to be both reactive and proactive in a way that helps create efficiencies across our operations.”

— Sheriff Benjamin Sites, Franklin County, PA



## TOOLS THAT EARN TRUST

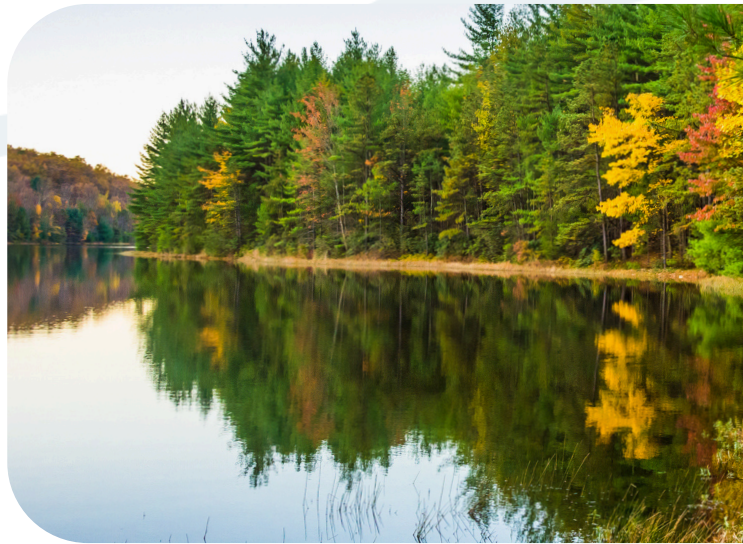
“The system allows us to not only provide meaningful information and data, and help us understand our operations better—it gives us a level of credibility that we didn't have to the extent we have now. For me, as someone who values data and statistics for decision making, that was important.”

— Sheriff Benjamin Sites, Franklin County, PA



## RESULTS

- Equipped leadership with verifiable, trend-based civil service data for budget and staffing decision
- Achieved clean controller audits through accurate daily financial reconciliation
- Retrained staff and established optimized workflows through Teleosoft-led engagement



## BUILDING PUBLIC TRUST.

CountySuite™ delivers the data, accuracy, and transparency the office needs to lead with confidence—whether reporting to commissioners, responding to auditors, or making the case for the community's resources. For Franklin County, Teleosoft is not just a system—it's the foundation of informed, accountable public service.



Find out why  
2 in 3 Pennsylvania  
Sheriffs trust  
Teleosoft.



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