



Customer Information System

2017-18 Proposed Budget
Funding Requests and Justifications

City Council Work Session
August 17, 2017

Customer Information System



Customer Information System

- Mobile Workforce Management
 - Reduces Paper Service Orders for Field Personnel
 - Real-Time Account Documentation
 - Improved Communications between Supervisors and Field Personnel
- Enhanced Customer Self-Service Portal
- Billing, Collections, and Asset Management for EWS Commercial and Landfill Accounts
- Upgrade Field Collection Service for Meter Reading
- Reduces Manual Reports for Finance and EWS
- Improved Functionality for Call Center Representatives
 - Improved Customer Service Provided to Citizens



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Summary of Items

FY 2017-18 Project Budget	\$5,325,450
FY 2018-19 Project Budget	1,200,000
Total Project Cost	\$6,525,450

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Questions?