

City of

Casa Grande, Arizona

CUSTOMER case study

The City had an assortment of software five years ago when they began looking for an integrated solution using forward looking technology to streamline their business processes and facilitate turning data into knowledge. “After a lot of research and demonstrations, the decision was made to go with Innoprise since it would allow us our choice of database and operating system,” said Stephanie Adams, IT Manager for the City. “Innoprise applications all utilize a browser based interface that makes deployment and updates a simple process from an IT perspective,” said Adams. Casa Grande deployed Innoprise’s Community Development software in May 2006 to support the cities need for an integrated solution that automates the creation, issuance and tracking of their community development activities. In December of 2007, the City went live on Innoprise Financial Management software. In June 2009, Casa Grande went live with Innoprise’s CIS software replacing the City’s in-house CIS system.

Prior to deploying Innoprise CIS, Casa Grande used an in-house program to bill for sewer, trash and landfill services. Immediately following the CIS implementation Casa Grande’s City Council changed the way they billed commercial sewer linking it to water usage. “Thankfully, the changes were easy to implement with our new Innoprise CIS,” said Adams.

Eliminating a Dedicated Cash Drawer for Water

Also, the city owns a small water company and they managed their billing using a separate software package. In January 2010 their Utility Billing software crashed. Innoprise tied the water company into Innoprise CIS. Casa staff entered all of the water company customer and account information into Innoprise CIS. “Innoprise saved us an incredible amount of time by converting the meters and last meter readings into their system for us so we



Servicing 44,547 Citizens

“This was a very painful process to get all the pieces in place since we didn't own the water company and I'm so grateful we had Innoprise on our side helping us get this all together. In fact, the crises actually turned into a blessing. Now we don't have a separate cash drawer for just our water customers and our citizens can now pay online.”

**Stephanie Adams,
IT Manager
City of Casa Grande, AZ**

City of

Casa Grande, Arizona

CUSTOMER case study

could concentrate on making sure our customer information was accurate,” said Adams. “By the time we realized we had a problem with the old system, it took only 7 days until we ran a billing on the new system. I think that turnaround time was incredible and Innoprise held our hands all the way,” explained Adams.

Billing and Integration

One of the major advantages of the new CIS system for Casa Grande is simply processing billing when desired. “Now we can set up a billing run, schedule when it will run and eliminate the stress we had experienced if there was no one available who knew how to run a billing,” explained Adams. Other features the City is now enjoying is the ability to tie services to a location and then link the location to an account. This feature allows Casa Grande to have one account per individual instead of one account per location. Tying services to location also facilitates mapping services via the City’s GIS software and identifying locations that are occupied but do not have appropriate accounts. “We can overlay the previously deployed Innoprise Occupational Licensing, Planning and Zoning, Development Permits and Code Enforcement data on this as well to verify if a property is occupied,” said Adams. Additional features include a unique data filtering tool for users to make system-wide inquiries and then easily download the results into Microsoft Word and/or Excel with one click. The ease of data extraction means regular staff can find answers rather than relying on programming staff to put reports together for them.

“Integration with our Financials module is a huge plus and will resolve the ongoing problem we’ve had for many years of balancing accounts receivable software totals with financials software totals,” said Adams. With Innoprise CIS customer service

representatives taking phone calls can use activity logs to instantaneously look up information to resolve problems promptly and improve customer service.



“The ability to pull up an invoice from any past billing is a major timesaver for the Utility Billing Department. In the past, a programmer would have to be asked to recreate the invoice through a painstaking process, or, at the very least, look up the data in a file saved at the time of billing,”

**Stephanie Adams,
IT Manager
City of Casa Grande, AZ**