

MASC 2009 Annual Meeting



Cities Mean Business

Assess | Improve | Manage
Information Technology



Save Time and Money by Offering Online Services

Larry Mattox

Assess | Improve | Manage
Information Technology

STRATEGIC TECHNOLOGY PARTNER FOR
MASC
Municipal Association of South CarolinaSM



Service Request

- A valuable service for your citizens.
- An excellent **internal work flow system** for your municipality.

Common Concerns Without Service Request

- Do your citizens **know how to contact you?**
(example: What phone number to call, etc)
- Can your citizens contact you outside of **8am-5pm?**
- Are critical issues going **unreported?**
- Can you currently **track and report** issues?

Consider This Seamless Solution

- **Easy** citizen access via your website.
- Automatic routing of **requests to proper** department(s).
- An automatic **email notification** back to citizen.
- City can manage issues and **create reports**.
- Designed to fit into city's website.
- Set-up by VC3. Hosted and maintained in VC3's **secure data center**.

Create Your Own Reports

- Choose a **range of dates**
 - When opened?
 - When (and Who) modified?
 - When closed?
- **Sort** by categories
- **Identify** trends, create charts/graphs, etc.

Benefits of Citizen Request

- Your Citizen
 - Knows **how to contact** you.
 - Has **24/7 access** to city services.
 - Receives **email notifications**.
- The City
 - Provides **another service** to its Citizens.
 - Creates instant and **automated assignment** of issues
 - Can **create reports**, identify trends, etc
 - Increases **websites traffic**.

Service Request: Cost Structure

- One time
 - Design
 - Set-up
 - Training
- Monthly
 - By population

Online Payments

- A valuable service to your citizens.
- An **efficient and cost saving** tool for your municipality.

Common Concerns of Not Having Online Pay

- Your citizens are beginning to expect and demand it.
- City must **manually process** payments.
- Each month brings long lines at the payment windows.
- Lose a great economic development opportunity.

Seek An End-to-End Solution

- Accommodates **multiple payment needs** (utilities, taxes, tickets, other services).
- Makes the online process **easy for your citizens**.
- **Integrates** with the city's financial system with no back-end, manual processing.
- Has the look and feel of the city's website.
- Have it hosted & maintained in a **secure data center**.
- Seamlessly connects your citizens, the city and your financial organization.

Benefits of Online Payments

- Gives your citizens **easy, 24/7 access** to account usage, payment and billing information.
- City **reduces manual payment processing** and lines at payment windows.
- Gives you access to **payment reports**.
- Makes it easy to reconcile with bank statements.
- Increases **traffic to your website**.

Cost

- One time
 - Design
 - Set-up
 - Integration with Financial System
 - Training

- Monthly
 - \$1.25 Per transaction

Questions?

For more information,
please visit

www.VC3.com

Assess | Improve | Manage
Information Technology

STRATEGIC TECHNOLOGY PARTNER FOR
MASC
Municipal Association of South CarolinaSM

