"CivicPay has been amazing to us."

Organization - City of Sulton, WA
https://ci.sultan.wa.us/

Population - 5,194

Springbrook Client - 3 years

Needs
- Integration
- Customization
- Customer Friendly Interface
- Increased Customer Service

Solution
- Springbrook Cloud Solutions
Financial Suite, Building Permits, Purchase Orders, Utility Billing and more.
- CivicPay Suite

Benefit
- Cloud backup, security, & maintenance
- Fully integrated financial system
- Successful citizen engagement
- Smooth citizen transactions

Laura Koenig has worked for the City of Sultan for the last 40 years. Starting out as a Utility Clerk and moving into both the City Clerk and Finance Director positions. Or as she puts it, "For many years I wore a double hat. I was the city clerk and the finance director."

The City of Sultan, Washington came to Springbrook much like many of the Springbrook clients, with the need for a better solution. Laura understands the software needs of the city and offers her position a wealth of knowledge and experience. The City began the process of shopping for a solution and were in the process of comparing three different software programs. "We really liked Springbrook... and so they worked to get it set up."

> "The programs all merged together and work well together. The fact that they all talk to each other, makes life a lot easier and reduces the number of errors."

The City recently upgraded to Springbrook's cloud platform for added data security and automated updates. Integration was also one of the main reasons the City chose Springbrook. As Laura began to use Springbrook more she found that the integration between programs made her life so much easier as well as reducing the chances for error.

CivicPay has also helped streamline the City's online utility billing process. Citizens are able to pay bills using CivicPay Online or over the phone with CivicPay Voice. This has been great convenience for citizens and a time-saver for staff.

> "Maybe a quarter of our customers were using the prior online pay system. Now it's more than half!"

Laura has also become a fan of Springbrook support staff. This is a tremendous contrast from the poor customer support provided by a prior software company. Springbrook staff are "super friendly" and "when we have a problem we can shoot an email to them and within a day we have a response."

> "... it's a really good program, it's easy to use, and you will get a lot of customer support!"

After the last few years of experiences with Springbrook, Laura has greatly appreciated the customization and flexibility provided to meet the specific needs of the City.

Springbrook

Give us a call to learn more!
Call 1.866.777.0069