

# Customer Information System (CIS)

and  
Financial Information System (FIS)

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the city of kingsport



## What is a CIS?

- Relates customers, account(s), and premise(s) to services received
  - water
  - wastewater
  - stormwater
  - solid waste
- Repository for water consumption & other billable information history
- Calculates & generates customer bills
- Tracks customer payment history

## What is a CIS?

- Customer self-service portal
  - enables customer to view account(s)
  - monitor water consumption
  - customize notifications and alerts
  - make payment
  - start / stop / transfer services

## Current State

- Central Square Naviline system
  - In use nearly 40 years, prior to advent of the internet
  - Benefits at the time included all-in-one approach
- Technology advancements have outpaced system capabilities
  - Staff have manual and complex interactions between systems
  - Interface is cumbersome, training is difficult
- Customers expect experiences similar to online retail and banking

## Future State

- Modern software built for best-of-breed approach
  - Vendor is a subject matter expert in the business and processes
  - Real-time data exchange among systems, removes need for all-in-one approach
  - Fully leverage recent investments, allow for greater flexibility with future investments

## Future State

- New processes and workflows that will:
  - streamline workflow and communications between cross-functional work groups
  - provide more efficient and effective service during customer interactions
  - spend less time on tasks

## Future State

- Customer Self-Service – Enhanced Platform
  - Access from mobile app. or web portal
  - View recent bill, display matches paper bill
  - Dynamic water consumption information
  - Customer defined notifications / alerts
    - select topics and method of delivery
  - Increased electronic payment options
    - pay through app, pay through text
  - Customer initiated requests, fully digital
    - initiate, modify, terminate service

## Project Details

- **Timeline**

- 3 short-listed vendors
- late February, March: on-site demonstrations
- April – June: site visits, vendor selection, contract negotiations
- 12-15 month project implementation

- **Costs**

- \$950k - \$2.2M, implementation + first year
- \$165 - \$310k yearly fees





## Next Phase, FIS

- Phase to replace much of remaining Naviline system
  - Accounting, Human Resources, Payroll, Purchasing
  - Among the benefits:
    - These modules affect all employees, even those without a user account
    - Streamlines workflows and communications between cross functional work groups
    - Reduces / eliminates duplicate data entry between systems and departments
    - Reports and metrics accessible and customizable to the end-user
    - Attract and retain workforce with improved systems