

CASTLE ROCK WATER

# **RESOLUTION- APPROVING A SOFTWARE LICENSE, SUBSCRIPTIONS, AND SYSTEM MAINTENANCE AGREEMENT WITH HARRIS COMPUTER NORTHSTAR**

MARCH 2, 2021



# CUSTOMER BILLING SOFTWARE

## BACKGROUND

- Current billing system SQL based (Data West - Billmaster) installed in July 2009
- Customer online portal (Billtrust) launched in January 2014
- One stop solution at the time but has not kept pace with technology
- Data West was acquired by Harris Computers in 2015
- No plans for development or enhancements to move to web based
- No plans to support new Microsoft server operating system or security patches

# CUSTOMER BILLING SOFTWARE

## PROCESS FOR SELECTION

- Last two years staff have evaluated and had several vendor demonstrations
- Tiered water budget structure – most critical feature
- Automate processes that are done manually today
- Improve staff productivity
- Enhance the customer online portal experience
- Narrowed down to two vendors who could meet our criteria
- Overall package - Harris Computer NorthStar was selected over Tyler Technologies

# CUSTOMER BILLING SOFTWARE

## IMPROVED FEATURES

- Edocs Workflow Management
  - Paperless smart forms (i.e. billing adjustment, leak adjustments)
- Meter Services Mobile Service Orders
  - Paperless versus hand carried service orders
  - Ability to transfer service orders between technicians around town
- ADA Compliant & Multiple Language Options
- Call Tracking – information can be used for outreach
- SilverBlaze Online Customer Portal
  - Payments are real time and multiple payment options
  - Consumption Dashboard overlaid with weather patterns



# CUSTOMER BILLING SOFTWARE

## COSTS

- One time setup and implementation cost - \$410k
- Licenses for life guarantee – no charge for 25 licenses since within Harris
- Annual recurring costs \$45k
- Dolt will host the software internally on premise - \$49k/year savings
- Tyler Technologies:
  - One time setup \$200k cheaper
  - Annual recurring costs \$200k more expensive each year

# CUSTOMER BILLING SOFTWARE

## CONVERSION PROCESS

- Six to nine months to kickoff
- Start to finish implementation to “go live” estimated at 10 months
- Old billing system – Billmaster will be available for as long as we want

# CUSTOMER BILLING SOFTWARE

## OUTREACH & RECOMMENDATIONS

- Outreach Plan once approved
  - Email blasts, newsletters, Town Talk, social media
  - Statement messaging & personal phone conversations
- Recommendations:
  - Castle Rock Water Commission 6 to 0
  - Castle Rock Water Staff
  - Castle Rock DoIT Staff



# THANK YOU

## QUESTIONS

RECOMMENDED MOTION: I MOVE TO APPROVE RESOLUTION NO. 2021-028  
AS INTRODUCED BY TITLE.