

Community Development and Regulation

- ▶ Permitting
- ▶ Planning/Projects
- ▶ Code/Case
- ▶ Licensing
- ▶ Use
- ▶ Mobile
- ▶ Revenue Management

Asset Management

- ▶ Transportation (Roads and Streets, Rail)
- ▶ Utilities (Water, Sewer, Storm, Industrial Waste)
- ▶ Facilities (Parks, Buildings, Facilities, Equipment)
- ▶ Mobile

CIS Billing

- ▶ Utility Billing
- ▶ Cashiering
- ▶ Customer Service
- ▶ Common Billing (licenses)
- ▶ Water Meter Management
- ▶ Solid Waste Management
- ▶ Self Service Portals

CRM/Call Center

- ▶ Service Requests
- ▶ GIS
- ▶ Case Management
- ▶ Scripting
- ▶ Cost Recovery
- ▶ Public Outreach
- ▶ IVR
- ▶ Mobile 311

Citizen Portal

- ▶ Permitting
- ▶ Licensing
- ▶ Utility Payments
- ▶ Customer Service
- ▶ Code Enforcement
- ▶ Work Management
- ▶ Mobile 311

Human Capital Management

- ▶ Compensation Management
- ▶ Talent Management
- ▶ Performance Management

Financials/ERP

- ▶ Financials
- ▶ Budgeting and Planning
- ▶ Grant Management
- ▶ Project & Activity Accounting
- ▶ Procurement
- ▶ HR

Public Safety

- ▶ Dispatch (911)
- ▶ Planning
- ▶ Incident Management
- ▶ Critical Infrastructure
- ▶ Risk Analysis