Civica

Civica gives the City of Ravenna
new Authority to drive process improvement

Ravenna OHIO

Authority Utility, from Civica gives Ohio municipality a new user-friendly customer interface that makes online payments easy and allows them to get on with improving services for citizens.

A charming municipality on the outskirts of Akron in Ohio's north-east, the city of Ravenna is in Portage County and services a population of just under 12,000 residents.

In 2013, Ravenna decided to upgrade an aging software solution that managed billing and reconciliation of its water, sewer and recycling utility services provided to over 5500 households and commercial premises.

According to Mike Reynolds, Ravenna's billing supervisor, the previous system used by Ravenna involved several manual processes for utility services billing and payment.

It was looking to implement a self-service, online payments option to provide an extra layer of convenience for residents of the city and to help reduce the administrative burden of managing household utility accounts.

Benefits and outcomes

▶ **Convenient self-service online payment option for our residents**

▶ **Ongoing technical support and on-site for our staff**

▶ **Better reporting capabilities**

▶ **Improved staff productivity**

"Authority Utility is a very user-friendly solution that does exactly what we want"

Mike Reynolds
City of Ravenna

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"Civica came along at the right time and they offered us a test implementation for the latest version of their Authority Utility," Reynolds said. "We started work on it in late 2012, had the implementation completed a few months later and we have been benefitting from regular updates ever since.

"The product was in its infancy at the time, but everything worked as it was intended. Over the years there have been ongoing improvements and we have never had a problem that interrupted our daily operations.

"As a result of all the enhancements and support from Civica, we have been able to continually improve our processes over time based around using the Authority Utility."

Reynolds said that Authority Utility is easy to work with, Civica staff were very attentive during the implementation and that they have supplied ongoing, on-site training and technical support whenever it was required.

"It is a very user-friendly solution that does exactly what we want," he said. "Over the years, our account representative has been very helpful with finding ways to use the product to our advantage.

"One of the motivations to transition to Civica Authority was to drive efficiencies through using on-line payments capability and we have been able to demonstrably achieve this with over 10 per cent of bills now paid through the Civica PayConnect gateway."

Civica's Authority Utility software has also improved the reporting capabilities available to Ravenna according to Reynolds.

"Metrics we get out of Authority with regards to utility billing is very good," he said. "All the main reports we need to pull out of the data are built into the system and easy to use and customize.

Reynolds said that the transition from the old billing system to Civica's Authority Utility went very smoothly.

"We ran both systems side-by-side for a while as a precaution but there were no incidents, so we were quickly able to switch off the old system," he said. "I have always had a very good response from Civica when I have a query about the product and any of the minor issues we had were resolved very quickly.

"I am happy to be a reference site for the product. In the past, I have had a few other cities ring me to ask about the product and I have no hesitation in telling them that it is a stable piece of software that works really well for us."

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