

Town of Gilbert, Arizona

Utilizing the Power of Tyler Eden to Increase Responsiveness

Winner of 2009 Eden Public Sector Excellence Award

Industry: Local Government

Employees: 1200

Citizens: 200,000

Budget: \$936.7 million

Location: Gilbert, AZ

Tyler Products Used: Eden Web Modules

Years as a Tyler Client: 7

The Facts: Gilbert, AZ, was named after William “Bobby” Gilbert on whose property a rail siding was established in 1902. Primarily an agriculture-based community, Gilbert was fueled by the construction of the Roosevelt Dam and the Eastern and Consolidated Canals in 1911. From those years the city has grown to an urban center and suburb in the Phoenix metropolitan area. Incorporated in 1920, Gilbert has experienced phenomenal population growth from 1,971 in 1970 to over 215,000 in 2009. Residents have a wide choice of recreational, educational and volunteer opportunities making Gilbert a truly livable community.

Contact:

Chad Hurlburt, Systems Administrator

www.ci.gilbert.az.us

In Their Own Words:

“Tyler’s Web modules increased our responsiveness with customers while increasing our productivity with the new processes we implemented.”

— Chad Hurlburt, Systems Administrator

Key Challenges

- Reduce paper payroll process for Gilbert employees
- Provide process for employees to access and maintain personal information
- Streamline the building inspection process to reduce back-log and increase customer satisfaction
- Allow citizen access to their data via the Web or telephone, and provide an on-line payment option

Benefits: Financial and Beyond

- Customer service calls are reduced—customers can view and pay their utility bill by using the Web or IVR
- Cost containment and increased efficiency realized—implementing paperless payroll processing, on-line Utility Billing, and building inspections
- Employees have more control over their personal data—allowing them to view the data for errors and request changes to their employee information
- Builders now have access to their inspection information, allowing them to correct items and to reschedule the next day if needed—projects are completed faster

Town of Gilbert Best practices

- Implement paperless payroll process, giving employees access to all personal and tax information
- Establish Direct Deposit for payroll checks and provide the paycheck stub on line using the HR Web Module
- Provide excellent customer service by implementing on-line payments of utility bills
- Enable builders to check status of their inspections and get their results as soon as the building inspector calls in the information

...continued on reverse

Why Tyler?

- Tyler's Eden financial management solution offered unsurpassed integration, flexibility, and an excellent return on investment.
- Tyler's experience, excellent customer service, expertise in both technology and knowledge of the public sector and history of delivering software and services on time and on budget.
- As the nation's largest sole provider of software and services for the public sector, providing solutions for Financial, Document, Pension, and School Management; Land & Vital Records; Appraisal & Tax; Courts & Justice; Public Safety; and Citizen Services, Tyler was the clear choice for The Town of Gilbert.

The Challenge: Increase responsiveness with citizens and town employees

Gilbert's rapid growth put heavy demands on employees striving to provide timely customer service and responsiveness.

Time spent processing utility billing for 68,000 accounts, answering questions for builders, managing inspections to the tune of 100 each day, and assuring accuracy of employee information for this community of over 215,000 was time consuming, and at times, inefficient.

Additionally, with 1,200 employees, issuing payroll paper checks became unwieldy, especially when there were questions about salary, personal information and tax withholding. Gilbert saw that these issues could be solved with a web-based system. Tyler's Eden was the perfect fit.

The perfect solution: Tyler's Eden Web/IVR

Gilbert realized excellent results and achieved their goal of improving organizational responsiveness after implementing Eden's Web modules and GENESYS Speech Portal system. Customers and employees now have access to data they need.

GENESYS IVR system was installed on a Windows® server and configured to the town's phone system. Eden was then installed on the same Windows server to allow GENESYS to communicate using Eden's API. Now, when a customer calls to make a credit card payment, GENESYS requests the data through the APIs, and the data is returned to the IVR system.

Ensuring security for citizens and employees, a Web server was installed in Gilbert's DMZ. A secure port is used to transfer data between the Web server and the database server.

Eden's Web and IVR modules for access to Utility Billing, Permits and Inspections, and Human Resources clearly increased the Town of Gilbert's responsiveness with citizens and employees. Of the 68,000 utility billing accounts, the town takes 17,000 Web and IVR payments each month. These 17,000 payments are imported directly into the Utility Module. Customers no longer need mail a check or use the town's drop box. This is a real time saver for employees because they no longer need to manually enter the payment into Eden.

Managing the 100 scheduled daily inspections is now a snap. The inspectors use the IVR to enter their results so that the builder sees immediate results. This allows the builder to make necessary corrections to get the job back on schedule.

Employees are the backbone of any organization, and even more so in a community setting. Keeping employee-specific information current is critical. It's now easy to do so because they have access to their personal information through Human Resources Employee Self Service. Here Employees can view salary, personal information, paychecks, tax withholding and direct deposit information. If there is an error or anything that needs updating or changing, it's done right there, right now.

Tyler's Eden software for local government to increase responsiveness, improve customer service, create cost containment and increase organization efficiency.

The result ... a superior ROI.