



- Kent Johnson
CEO
- Paula Montoya
Regional Director/Project Manager

Software and Services for Public Sector Operations Management



- Established 2004
- 30+ Employees
- Average Team Member = 15 + years industry experience
- Lucity Partner since 2005
- ACT sponsor since 2006

- **Project Implementation Services**
 - Authorized Lucity Implementation Partner
 - Full life cycle Project Management expertise
 - Business Analysis
 - Training
 - Report development
 - Data Conversion Design and Development
 - Interface Design and Development

- **Post Implementation Services**
 - Refresher Training
 - Business Process Review
 - Work Flow Setup Review
 - Infrastructure Assessment
 - Reporting Requirements/Development
 - Utility Billing Integration

- San Marcos
 - Updated existing Work Flow Setup
 - Added new business units
 - Adding new technology (Tablets)
 - Continued training
- Oceanside
 - Assessment of their current use of Lucity
 - Assessment of their current use of other products
 - Deliverable is a Recommendations Document

- **TrueBill – Integrated Utility Billing Solution**

TruePoint Solutions billing products are designed to operate using the latest technology available. They are focused on

operational billing, CIS, and accounts receivable management for municipal agencies.

- Integration with Lucity
- Financial & GIS Systems Integration
- Enterprise-Wide Cash Receipting System
- Service Order System
- Customer Payment Portal
- Flexible Query & Reporting

- **Lucity** – Certified Implementation Partner
- **Microsoft** - Certified Development Partner
- **ESRI** – Silver level Development Partner

TrueBill Overview

- Utility Billing
- Service Orders
- Customer Payment/Inquiry Portal
- Cash Receipting (POS), (with enterprise-wide capability)
- Misc. Accounts Receivable
- Debt Management
- Backflow Prevention
- Routing
- Financials Integration
- Work Order/CMMS Integration (Lucity)

Service Order
Created in TruePoint

Corresponding
Service Request
Automatically
Created in Lucity
Asset Management
System

Service Request
Completed in Asset
Management

TruePoint Service
Order Automatically
Completed and
Updated with
Comments

- **Customer Service** — meter reading route analysis and auditing, zero meter reporting, identification of illegal connections, and call responses
- **Engineering** — verification of service availability, planning and cost estimation, inspection assistance, and demographic and land use analysis for demand projections
- **Finance** — inventory and location of facility assets, depreciation analysis, determination/justification of customer connection fees, and “missing” customers (holes in database)
- **Operations** — facility locating and planning, facility management and planning, field map creation, and call response

Questions?