



MUNI-LINK CASE STUDY

“My billing run process has easily been cut in half”
~Tracey Bechtel

Lower Swatara Township Authority
Industry: Sewer Billing
Size: 2,600 Active Accounts
Tracey Bechtel
Administrative Assistant/Billing



the BACKGROUND

Lower Swatara Township Authority had been using an old software program to do their billing for 20+ years. It was very basic, and didn't allow Lower Swatara to be efficient in their billing processes. They could enter the amount due, and log the payment and that was about it. To retrieve account information, many different areas in the system needed to be accessed and every inquiry was extremely time consuming. It was apparent that she needed state-of-the-art software.

the CHALLENGE

Tracey was new in her position with the Township, was short staffed, the software was no longer compatible with her computers or her printers, and the software company was no longer in business. Tracey not only needed to find new software, but it needed to be “live” with trained staff in a very short amount of time.

the SOLUTION

When a Muni-Link Specialist stopped into her office to tell her about the software, Tracey immediately thought “Your timing couldn't have been better. I have been researching software, but none of them offer what you have just described to me”. Once she saw a full product demonstration, she said to her manager, “Wow! We have to have this software. This is a program that will grow with us. I don't feel like we're just getting a software package and then we're never going to hear from them again.” Tracey appreciated that Muni-Link was a cloud-based software that had regular updates. Because the updates are performed during off-business hours and were included in her affordable monthly fee, she'll never have her day-to-day operations interrupted. Tracey shared that “The fact that you provide regular updates makes me feel like you listen to us. You take our ideas and implement them and grow the product with us as our business grows.”

“Muni-Link has been like a Godsend to me. I don't know what I would have done if you hadn't come along and saved me from my old software!”

the RESULTS

Tracey expressed that many of the features of Muni-Link have saved her a great deal of time. “Account Central” saves her time each and every day, because she can see all information for an account from one screen and no longer has to drill down through many different areas of the system to retrieve the necessary information. She can now attach letters and other information to an account as well as log details of conversations so that everything is right at her finger tips and she instantly remembers conversations when a customer calls back. The customer portal and e-billing also save time. There are fewer interruptions from customers who come into the office to pay their bill, and incoming calls have been reduced because customers can log into the portal to view and pay their bill. Tracey also appreciates the monthly webinars to highlight features and learn how other municipal authorities might be using that feature.



MUNI-LINK

www.muni-link.com

814.742.7700

stadium drive bellwood pa