SoftwareSolutions

Personal Attention. Public Solutions.

UTILITY BILLING PRODUCTS AND SERVICES

THE FUNCTIONALITY YOU NEED PROVIDED BY PEOPLE YOU CAN TRUST.

YOU BILL IT, VIP CAN HANDLE IT

Used at agencies of all shapes and sizes, our VIP Utility Billing platform is a straightforward but complete solution. VIP is flexible enough to handle even the most complex bill calculations and rate structures. It provides drill-down capabilities on accounts and bills associated with a single customer or landlord.

WORK ORDERS

Provide faster service delivery with VIP Mobile Work Orders. Initiate work orders in the office or the field, and access them from a computer, tablet, or smart phone.

CUSTOMER WEB PORTAL

Improve customer engagement and reduce costs with the VIP Web Portal. Clients manage their accounts by utilizing online payments, autopay, paperless billing and more. It provides a user-friendly experience and is PCI Level 1 compliant.

ADDITIONAL FEATURES

- Entity-wide Workflows
- Backflow Management
- Payment Plans
- Budget Billing
- Alerts and Comments
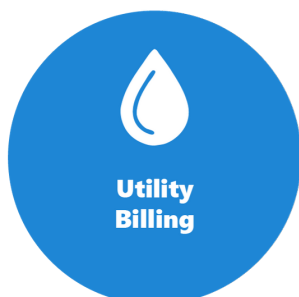- GIS Integration
- Inventory Control

WE KNOW YOUR BUSINESS

Some may say they understand your business, but they don't know the whole story. Our world-class team includes many who have years of real-world experience working in the public sector.

Contact Us Today

Call 1-800-686-9578
or email info@MySoftwareSolutions.com
to schedule a demo.

A COMPREHENSIVE APPROACH

Utility Billing

Customer Portal

Mobile Work Orders

DON'T JUST TAKE OUR WORD FOR IT...

"Software Solutions kept the transition from our old system to their new system easy and on schedule. I can't thank you and the team enough for simplifying this process."
City of Louisville, OH

"The billing that used to take about 2 days now takes about 3 hours with VIP."
City of Oakwood, OH

"The software is everything I hoped for, but the support staff has gone above and beyond my expectations. Great job!"
City of Euclid, OH

"You guys have the BEST support people. Fast and knowledgeable. Can't ask for more. Thanks everyone for doing such a marvelous job!"
FWSD #61, Harris County,Texas

"We have found that training new employees is easier with VIP. The system is more intuitive. The ability to go to any period and print reports means we no longer have stacks of paper to file at the end of every cycle."
Georgetown KY Municipal Water and Sewer

PROGRESS IS IMPOSSIBLE WITHOUT CHANGE

Is your organization ready for the future?

Is your team empowered with the tools and the data they need to work more efficiently?

Are you able to provide your stakeholders with everything they need to make informed decisions?

With Software Solutions as your guide, change can be easier than you think. Our proven 3-phase approach ensures a smooth and successful implementation, and our world-class support team stands ready to make certain that your organization is achieving a high level of performance each and every day.

When you're ready to make the switch, Software Solutions is ready to be an active partner in your success.

Contact Us Today

Call us at 1-800-686-9578
or email us at info@mysoftwaresolutions.com
to schedule a demo.

OUR 3-PHASE APPROACH TO A SUCCESSFUL VIP IMPLEMENTATION

1-800-686-9578 www.MySoftwareSolutions.com

PHASE 1 - GETTING TO KNOW YOU

SALES ORDER SIGNED

Congratulations and welcome to the Software Solutions Team!

HARDWARE EVALUATION

First things first; we'll do a complete assessment to be sure that your system is optimized to experience the full power of VIP

STATEMENT OF WORK

Let's get specific! We believe in taking the time at the beginning of each project to review and agree on all deliverables; no surprises here!

PROCESS EVALUATION

By understanding your processes, we can ensure that your VIP system will be configured for maximum efficiency

PHASE 2 - TRAINING

WEB COURSES

Online classroom access provided; all stakeholders need to complete these courses in order to learn and absorb key concepts

SANDBOX DELIVERED

Your information will be provided in a test environment so you can begin to apply your VIP knowledge using your unique data

INTERNSHIP

Our consultants will work with you to apply the techniques and procedures learned in the classroom to your sandbox data

PHASE 3 - GO-LIVE ACTIVITIES

LIVE CONVERSION

As your go-live date approaches, our team will do a final conversion of your data so that the most current information is applied to your live database

LIVE OPERATIONS

Time to celebrate! Our consultants will continue to work closely with your team through the live transition to ensure that all processes are working as designed

Software Solutions
Personal Attention. Public Solutions.