







## AT A GLANCE

### Bartow County Water System

-  Customer Since 1998
-  Customers: 22,146
-  Payroll Employees: 38
-  Caselle Licensed Users: 20
-  Operating Budget: \$20,100,000
-  Metered Services: 2

### Challenges

Over 20 years, Bartow County Water System has expanded their services offered. With more than 50% of customers online, the system values having software and support to help them serve their customers efficiently.

### Results

Bartow County Water System receives excellent care from a variety of Caselle teams they trust to help with all of their needs. Bartow County was happy with the work the Caselle Professional Services team did on a large project of converting to Beacon Meters.

### Benefits

- Expertise of Caselle staff expedites projects.
- Outstanding support with quick responses.
- Accurate reports easily generated.
- Professional Services Team dedicated to special projects.

*"There is nothing the Caselle team can't do. The support we've received is amazing."*

- Michael Yancey  
IS Director

## Case Study | Bartow County Water System

## After More Than 20 Years, Bartow County Water System Continues to Thrive with Caselle



### THE JOURNEY

In 1998, Bartow County Water System chose Caselle as their preferred software provider. Over 20 years later, the system has successfully gone through three software upgrades, increased their service capabilities and streamlined their workflows as a result of their lasting relationship and the support they have received from Caselle.

With more than 50% of the system's customers online, Bartow currently utilizes the Caselle Connect platform to better serve their customers and increase efficiencies. Most recently, they decided to rollout a Beacon meter reading system, which allows them to conduct meter reads through cellular, fixed network, or mobile communication technologies. To ensure a seamless transition, Bartow turned to Caselle for support.

*"We've trusted Caselle for over 20 years... We know them, we like them, and we trust them. The longer we're with them, the more they exceed our expectations."*

- Faith Dennis  
Comptroller

### THE SOLUTION

From the beginning of the transition to the Beacon meter system, the Caselle Professional Services Team worked closely with Bartow staff to get the Beacon system up and running and integrated with Connect. To help the utility system prepare, Caselle staff engaged in early discussions and conducted several rounds of testing with both software systems to ensure they were functioning properly and communicating with one another seamlessly. Additionally, the Caselle team created a custom report, set up UDF's, generated EMR formats for imports and exports, and customized a provisioning file for daily data sync.

According to Michael Yancey, Information Services Director, "We couldn't have done it without Caselle's support. Francisco, Caselle's Professional Services Specialist, was spot on at every stage of our project and his extensive expertise really helped expedite the process. There is nothing the Caselle team can't do. The support we've received is amazing." With the new Beacon system up and running and fully integrated, Bartow will eventually no longer need to conduct mobile meter readings once cellular read water meters have been installed throughout their utility system, which will result in substantial time savings and efficiencies for staff.

In addition to their Beacon capabilities, Caselle's meter reading module allows staff to easily create meter reading files. Since the system has multiple routes, being able to interact with the software quickly has reduced manual processes and reduced time. "Modifying meters is simple with Caselle software. When a data entry mistake is made, I can easily correct it by changing one or two numbers. This feature has created efficiencies for me and made my work so much simpler" said Tammie Davis, Meter Reader Supervisor.

In just a few simple steps, the team can also generate a report that reflects zero consumption. By sending this report to the team in the field, vacant properties, vacant or stopped meters and inactive accounts can be easily identified; which is of tremendous value for the water system.

When Bartow has software questions or they simply need a little extra help, the Caselle Client Services team has been by their side.

**"Whether I place a request by phone or through the ticket system, I always receive an immediate response from Caselle. The team is personable, first class and makes you feel like you're their only customer."**

**- Faith Dennis  
Comptroller**

The ticket submission system allows the team to quickly submit requests, track the status and progress of all tickets, and see who has been assigned.

According to Faith Dennis, Comptroller, "Whether I place a request by phone or through the ticket system, I always receive an immediate response from Caselle. The team is personable, first class and makes you feel like you're their only customer."

## THE CONCLUSION

While the Bartow County Water System has experienced numerous benefits from utilizing Caselle Connect and integrating their Beacon meter system, it is because of the ongoing support that they have received from Caselle that the system continues to grow, and better serve their customers. "We've trusted Caselle for over 20 years. Are there better products out there? We don't know," says Dennis. "We know them, we like them, and we trust them. The longer we're with them, the more they exceed our expectations."

\* Data and statistics gathered in March 2019

