

MESA WATER CUSTOMER INFORMATION SYSTEM RECOMMENDATION

February 12, 2025

Mission – Enhance & Modernize the CIS

- Experienced, professional, and engaged team
- Develop strong specification & requirements
- Competitively select the best system for Mesa Water



Project Objectives

- Enhance our customer experience
- Improve our business processes
- Improve & modernize functionality

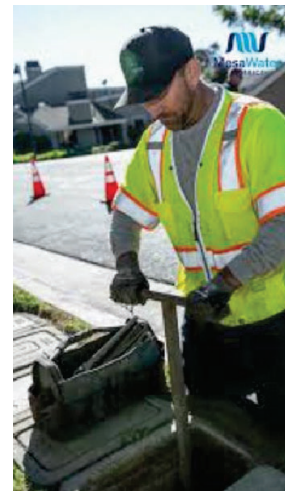


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25 Years with Cogsdale CIS

- Good System built on 1990's technology
- Focus on meter reading and billing
- Optimized in 2018
- Changing Functionality & System Requirements



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Road to a Modern CIS

- Competitively selected Plante Moran for 3rd party expert
- Developed process, system specifications & requirements
- Released RFP to six qualified software firms
- Interviews & software demonstrations



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Competitive Process Results

- SpryPoint Services ranked at the top
- 2nd round software demonstration
- Business process scripts
- Reference checks
- Unified staff recommendation

SpryPoint



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SpryPoint Services Benefits

- True cloud-base SaaS
- Customer Engagement Improvements
- Streamline Process Improvement
- Security
- Customer Focus - Continuous Improvement



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Staff Recommendation

Approve Contract with SpryPoint Services for \$708,290

- \$300k under budget
- 18-month schedule
- Completed by October 2026



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QUESTIONS?

