

# Transforming Operations: Implementing SpryPoint and KloudGin

Work Session  
April 15, 2025

Presenters:

Lisa Tyer, Director, Customer Engagement

Mike Searight, Chief Information Officer



# Purpose

To provide City Council with an update on two major software system conversions, their timelines, and impact on customer experience.

# Agenda

- Review System Implementations
  - SpryPoint
  - KloudGin
- Discuss what value the systems provide
- Define what problems the systems help us solve
- System implementation & reoccurring costs
- Impact on organization/customer experience

# SpryPoint

## Customer Information System

# SpryPoint Provides

- Customer billing, customer portal, mobile field service orders
- Improves call center efficiency
- Improves self-service options
- Intuitive system
- Scalable and secure for future growth
- Designed for integration and ease of implementation

# SpryPoint Solves

- Eliminates a 33+ year old legacy system
- Omnichannel with live-chat
- Real-time insights
- Provides easier integration into other software systems
- Improved reporting and analytics
- Reduces data silos

# SpryPoint Cost & Timeline

- Council approved on August 1, 2023, Resolution Number 2023 - 527

Item	Budgeted	Actuals	Notes
Year 1: Implementation & Licensing	\$1,198,100	\$628,816	Core deployment with initial departments
Year 2: SaaS Annual Subscription	\$300,825	\$405,010	Sustains system for existing user base
Year 3: SaaS Annual Subscription	\$315,866		Sustains system for existing user base
Year 4: SaaS Annual Subscription	\$331,660		Sustains system for existing user base
Year 5: SaaS Annual Subscription	\$348,243		Sustains system for existing user base
Total 5-Year Contract	\$2,494,694	\$1,033,826	Contract term ends October 2028

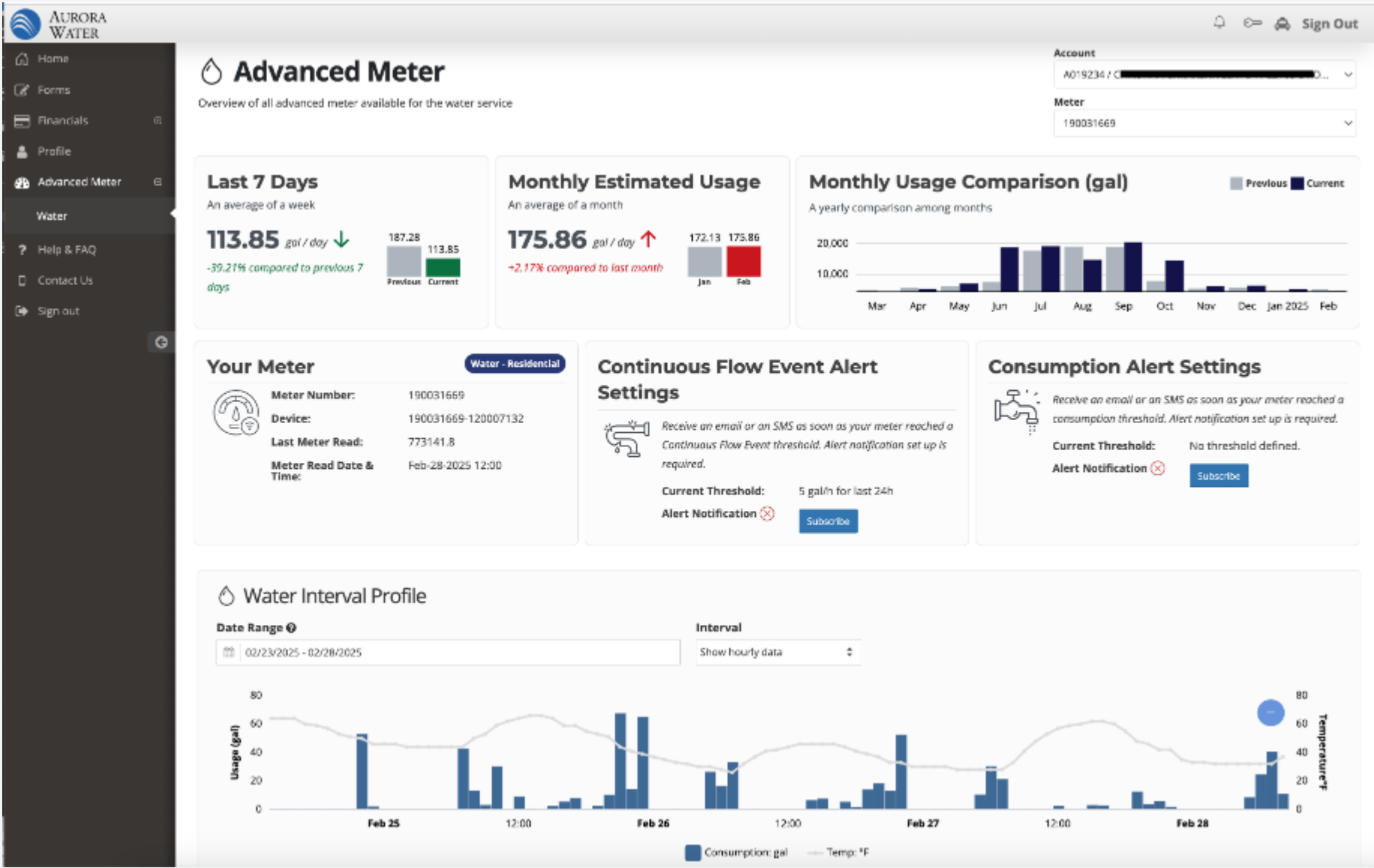
- July 14, 2025 – Go-live with SpryPoint CIS

# Impact on Customer Experience

- New Customer Portal
- Customer will need to sign up again
- 24/7 Customer Dashboard
- Proactive notifications and alerts
- Omnichannel communications
- Usage, cost, meter data, trends, and forecasting analytics
- Access to commonly used forms
- New Bill Design
- Customer Engagement Office closed on July 11th (exceptions for emergencies)



# SpryEngage Smart Meter Page





City of Waco  
P.O. Box 2649  
Waco, TX 76701

Customer Service (7:30-5 M-F)  
855.879.7779  
Email  
[waco@waco.texas.com](mailto:waco@waco.texas.com)  
Online  
[myaccount@mywacowater.com](mailto:myaccount@mywacowater.com)

Page 1 of 2

Total Amount Due  
by 04/10/2025  
\$133.57

Account Number 0110229  
Customer Name  
Statement Number 0001734011  
Billing Date 03/28/2025  
Service Address

Previous Bill	\$129.74
Total Payments	-\$129.74
Total Current Charges	\$133.57
Total Amount Due 04/10/2025	\$133.57

Usage Profile KGAL = 1000 gallons  
Last Year 0.00 KGAL  
Last Month 4.10 KGAL  
This Month 4.50 KGAL



Current Charges	Usage	Total
Residential Water (Inside City)	4.5 KGAL	\$30.63
Residential Sewer (Inside City)	4.5 KGAL	\$53.68
Residential Street Fee (Inside City)		\$2.00
Residential Refuse		\$40.25
Drainage Fee		\$6.30
Sales Tax		\$0.71
Total		\$133.57

Meter Readings
Rate Residential 02/19/2025-03/19/2025 Days 28
Meter 190173677 Previous Read 3928 Current Read 3973

Retain this portion for your records.  
Please return bottom portion along with your payment to City of Waco



City of Waco  
P.O. Box 2649  
Waco, TX 76701



Scan To View Account Online

Bill Date 03/28/2025  
Due Date 04/10/2025  
Account Number 0110229  
Total Amount Due \$133.57

Donate to Care and Share Program:  
☐ \$1 ☐ \$5 ☐ \$10 ☐ Other \_\_\_\_\_

City of Waco  
P.O. Box 2649  
Waco, TX 76701

# New Bill



City of Waco  
P.O. Box 2649  
Waco, TX 76701

Customer Service (7:30-5 M-F)  
855.879.7779  
 Email  
waco@waco-texas.com  
 Online  
myaccount@mywacowater.com

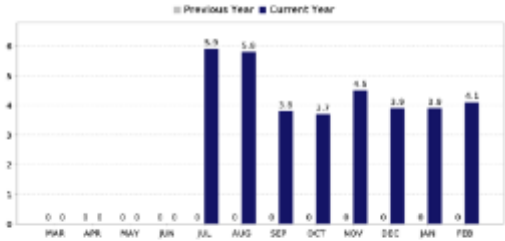
**Past Due Balance Due Immediately**  
**\$127.84**

Account Number 0110229  
Customer Name  
Statement Number 0001731003  
Billing Date 03/28/2025  
Service Address

Previous Bill	\$127.84
Total Payments	\$0.00
Total Current Charges	\$129.74
<b>Total Amount Due 03/13/2025</b>	<b>\$257.58</b>

**Usage Profile** KGAL — 1000 gallons

Last Year 0.00 KGAL	Last Month 3.90 KGAL	<b>This Month 4.10 KGAL</b>
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Current Charges	Usage	Total
Residential Water (Inside City)	4.1 KGAL	\$29.37
Residential Sewer (Inside City)	4.1 KGAL	\$51.11
Residential Street Fee (Inside City)		\$2.00
Residential Refuse		\$40.25
Drainage Fee		\$6.30
Sales Tax		\$0.71
<b>Total</b>		<b>\$129.74</b>

Meter Readings		
Rate	Read Dates	Days
Residential	01/21/2025-02/19/2025	29
Meter	Previous Read	Current Read
190173877	3887	3928

#### Message Board

Disconnection Notice Included.

Retain this portion for your records.  
Please return bottom portion along with your payment to City of Waco



City of Waco  
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Waco, TX 76701



Scan To View Account Online

**Past Due** **\$127.84**  
Bill Date 03/28/2025  
Due Date 03/13/2025  
Account Number 0110229  
**Total Amount Due \$257.58**

Donate to Care and Share Program:  
☐ \$1 ☐ \$5 ☐ \$10 ☐ Other \_\_\_\_\_

City of Waco  
P.O. Box 2649  
Waco, TX 76701

# New Past Due Bill

# Communication Plan

# Important Dates



Notifications via bill



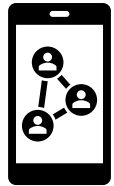
Water Office closed Friday, July 11th



Website



Go – Live on Monday, July 14th –  
Office Open



Social Media



Meetings

# KloudGin

## Enterprise Asset Management & Work Order System

# KloudGin Provides

- One Platform to Manage City Assets and Work Orders
- Drives Transparency, Accountability, and Data-Informed Decision Making
- Advances Waco's Vision for a High-Performing Government
- Supports Smart City & Mobile-First Initiatives
- Single Enterprise System to Elevate Best-in-Class Public Services

# KloudGin Solves

- Staff Experience – Empowering Field Teams with Real-Time Mobile Tools
- Community Impact – Elevating Resident Services
- Organizational Efficiency – Built for Scalable Citywide Growth
- System Integrations: SpryPoint, MaintStar, MyWaco, Tyler Munis

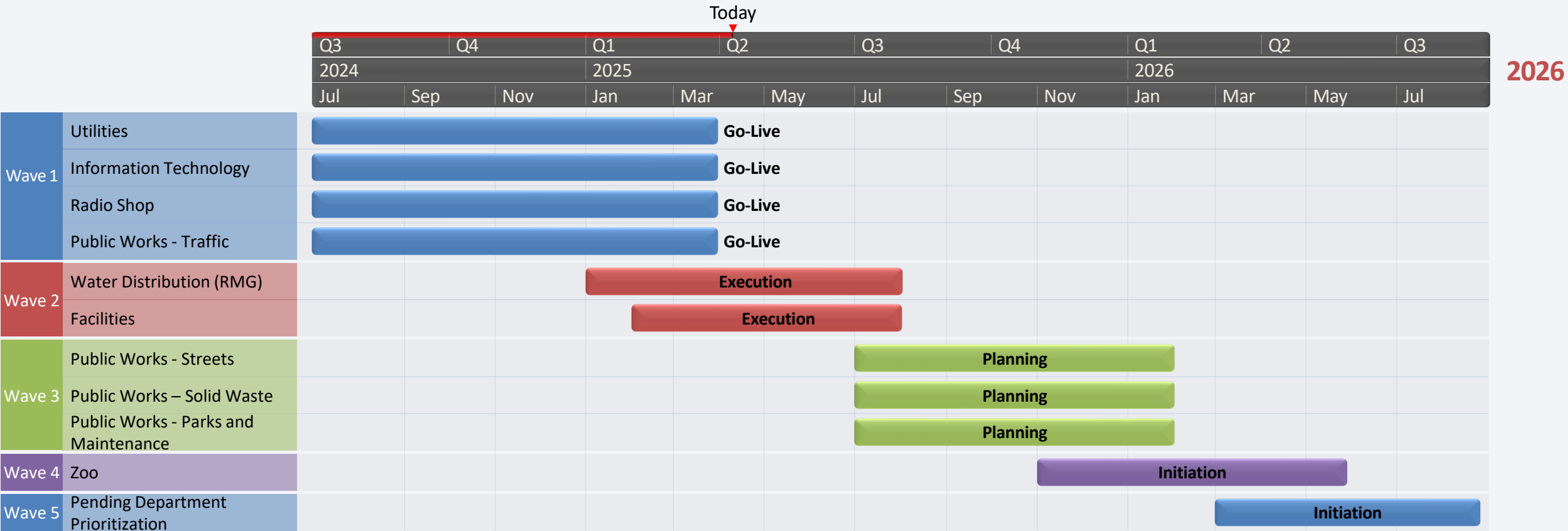
# KloudGin Cost & Timeline

- Project Investment – KloudGin EAM Modernization & Growth Plan

Item	Budgeted	Actuals	Notes
Year 1: Implementation & Licensing	\$1,007,270	\$229,543	Core deployment with initial departments
Year 2: SaaS Annual Subscription	\$160,670	\$379,999	Sustains system for existing user base
Year 3: SaaS Annual Subscription	\$160,670		Contract term ends October 2026
Total 3-Year Contract	\$1,328,610	\$609,542	
Future Expansion (Estimated)	TBD		Budget planning underway for additional departments



# Project Phasing: Departmental Rollout Plan



# Next Steps & Engagement

- Wave 3 Launch Plan & Planning for Public Works
- Budget Utilization & ROI Tracking
- Staff Engagement & Validated Findings from User Testing & Pilots
- Governance & Progress Reporting

# Overall Summary

## Software Modernization Update

### SpryPoint & KloudGin Software Upgrades

- **SpryPoint**
  - Replaces 33-year-old billing system
  - Improves customer portal, real-time data & communications
  - Go-Live: July 14, 2025
- **KloudGin**
  - Citywide asset & work order system
  - Enhances field operations, transparency & service delivery
  - Phased rollout through 2026

**Benefits:** Modern integrated systems powering smarter, faster, and more connected city services.

# QUESTIONS?

April 15, 2025



Lisa Tyer, Director, Customer Engagement  
Mike Searight, Chief Information Officer