

CUSTOMER SPOTLIGHT

GWINNETT COUNTY, GEORGIA

AUMENTUM E-GOVERNMENT HELPS GWINNETT COUNTY PROVIDE REAL-TIME SERVICES TO CONSTITUENTS

In 2005, Gwinnett County, Georgia, was the first county in the nation to replace their legacy system with a fully integrated Aumentum system—ProVal (CAMA), Aumentum Tax and Records.

At that time, the County Tax Commissioner's office did not replace their public website used to provide their constituency online access to County information.

THE CHALLENGE: AN OLD, HARD TO MANAGE, PUBLIC ACCESS SYSTEM

 According to Richard Steele, Gwinnett County's Chief Deputy Tax Commissioner, their old website was inadequate to meet the Tax Commissioner's needs. "We needed more flexibility than what our old system was able to provide," said Steele. "We wanted to deliver—as close as possible—real-time information to our constituents, while allowing them to access that information quickly and easily. Our system could do neither. In addition," he continued, "making content changes to our system was cumbersome and took too much time."

THE SOLUTION: AUMENTUM E-GOVERNMENT



After taking a in-depth look at the Aumentum eGovernment solution the Tax Commissioner decided to move ahead with the installation and deployment of the system. "We decided to change to the eGovernment solution because it provides the kind of features and benefits that we wanted to have," said Steele. "It had the capability to help us increase our overall level of service to the public, allow constituents to access tax information and make payments through the system's e-commerce feature, while providing us the tools to easily make changes to content."

DID YOU KNOW?

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Don't Take Our Word For It

Commenting on some of the benefits of the eGovernment system, Steele pointed to one of the key features of the system—its ability to provide real-time information.



THE DEPLOYMENT: THOROUGH AND CUSTOMIZED

 Working closely together with a Thomson Reuters analysis and implementation team, the Tax Commissioner's Office laid out all the needs the system needed to meet, including a customized look for the site. "We knew all the things we needed and wanted the system to provide to the public in a simple to use, yet highly functional and flexible manner," said Steele. "And Thomson Reuters was able to give us what we asked for, including the design of the site."

Within a period of six months from the start of the work, Aumentum eGovernment was configured to meet the Tax Commissioner's specific requirements and deployed to work in direct concert with Gwinnett Aumentum systems. "I believe it's one of the best websites that I've seen out there, period!" said Steele. "From the start, Thomson Reuters listened to us and since then, we've received great support—they're easy to work with, very cooperative and anytime we've had any type of issue they really get on it! Their quick response makes a big difference, especially when dealing with a government website designed for public use."

THE BENEFITS: INCREASED LEVELS OF SERVICE, INTERACTION WITH CONSTITUENTS AND STAFF PRODUCTIVITY

 Commenting on some of the benefits of the eGovernment system, Steele pointed to one of the key features of the system—its ability to provide real-time information. "We have a reach-in server that will actually go into the Aumentum system and pull out, in real-time, information a constituent is looking for. So if a constituent has made a payment, they're able to immediately see that their payment has been received and posted."

Steele also touched upon other benefits that eGovernment is providing. "Beyond the ease by which the public can now review all sorts of documents and make tax payments online, we are also able to provide and accept online forms and applications such as the Homestead Exemptions form. This saves time for both the public and our office staff." In addition, the Tax Commissioner's website provides a link to the State's online tag renewal and links to other County departments such as the County's Geographic Information System (GIS) page which gives access to an interactive property map for the entire County.

The Tax Commissioner's office uses their website to provide effective two-way communications with the public. "One of the features of eGovernment that we're really pleased with is the ease and the speed by which we can make content changes to the website,"

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RICHARD STEELE
Chief Deputy Tax Commissioner
Gwinnett County, Georgia

said Steele. "Because Aumentum eGovernment is so easy to manage, it gives us the capability to ensure that all tax information is constantly updated. And that is a major benefit, because if something happens right now, we are able to get a message up on the Homepage instantly."

The Tax Commissioner also posts a Customer Survey on their site to get immediate feedback as to the level of satisfaction among its constituency. "We encourage the public to give us their opinion because we want to know what their thoughts are on their customer service experience in our offices," said Steele. "So we always know if there are any issues that we need to handle right away." However, that is only one benefit of the information the Tax Commissioner receives as a result of the surveys. The other has to do with the site itself. "Over the last 18 months we've made changes to our website, and a lot of them have been based on the feedback that we get from those surveys. If there is something that users would like to see, if there's something that they cannot find—we've made those changes to ensure their satisfaction."

According to Steele the increase in the use of the website brings benefits both to the public and to the Tax Commissioner. "The public is realizing that the site contains a lot of good information that can save them a trip or a phone call to one of our offices," he said. "In addition, they have the ability to make payments or conduct other transactions online. In terms of our staff, Aumentum eGovernment has helped our productivity, because even as we see the population in the county continuing to go up every year we can still serve our growing constituency well."

Addressing the Tax Commissioner's level of satisfaction with both Aumentum eGovernment and Aumentum systems Steele said: "We realize that there are a lot of other companies out there, but if we had to do it all over again, Thomson Reuters would still be the company that we would go with."