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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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.
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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 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.”