City of Columbia

Banner 4.3 Utility Billing Migration Project

Presented April 21, 2015
City Council Work Session

What's Planned?

- Utility Billing Upgrade near completion
- Software System Cutover
  - Duration -Friday to Friday
  - Technical IT Staff working round the clock
- Banner 3.12 PROD Database Preparation
- CWA Online Registration Offline
- Banner 3.12 Backup database available to staff for customer account research
  - Data current up to start of migration

What Customers' Can Expect?

- City Services Open for Business
  - Customer Care - Calls & Lobby Servicing Available to answer billing questions and process requests for service activation or disconnection
  - Engineering Special Services available to process requests for sewer/ water taps, meter installs
  - Multiple Payment Options Still Available
    - COC Payment Centers: Washington St/Eau Clair
    - IVR Telephone
    - Numerous First Citizens Bank Locations
    - Mail
    - Online payment processing available through SC.gov, Columbia's online payment partner.

Why Upgrade?

- Align with COC's Strategic Plan
  - Expand technology to better support municipal services
  - Complete upgrades of citywide core systems for enhancements to & automation of city processes.
- Upgrade to browser-based technology with heightened security and data encryption for Red Flag compliance
- Refine business processes to maximize use of base CS 4.x functionality and minimize customizations
- Improve work order management processing with interface between Banner & Cityworks
- Enhance level of service delivery and improve communication
- Augment Mobile Metering Initiative

What's New in Banner 4.3?

- Robust, web-based, billing system with failover configuration for enhanced stability and reduced downtime
- Upgraded software tools with easy navigation for enhanced customer servicing
- More efficient work order management processing through Cityworks/Banner Interface
- Augmentations for Automated Meter Reading expansion
- Enhanced Bill Presentation (13 months graph, pay arrangements)
- Electronic Communication (welcome, bill alerts,)
- New Look & Feel - Online Customer Web Access portal
- Heightened Security encryption / Red Flag alerts to protect sensitive information