



## COMMUNITY CONNECTIONS

### LEESBURG FLORIDA PROVIDES FIRST-CLASS SERVICE TO ITS CITIZENS WITH CLICK2GOV

#### CONTACT INFORMATION

City of Leesburg  
501 W. Meadow Street  
Leesburg, Florida 34749

Jane Mallory, Customer Accounts Manager  
Tino Anthony, Senior Systems Analyst

#### COMMUNITY PROFILE

|               |        |
|---------------|--------|
| Population:   | 22,113 |
| Square Miles: | 24     |
| County:       | LAKE   |

#### PRODUCT PROFILE

Click2Gov® Customer Information System

#### SITUATION:

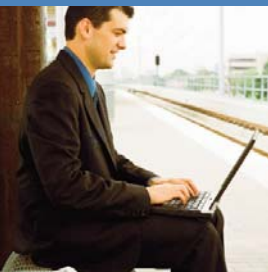
The oldest city in Lake County, Leesburg, Florida has been a model for community-centered government for over 150 years. Fittingly dubbed The Lakefront City, Leesburg is home to the nationally recognized Harris Chain of Lakes. A hotspot for recreational boating and picnicking, Lake Harris is also the site of an ESPN-sponsored fishing tournament, while downtown Leesburg hosts the city's annual Bikefest. Just hours from the heart of Orlando, the community that made a name for itself in the citrus industry is now a full-service city responsible for providing utilities not only for itself, but for parts of the county as well. To manage its workload while maintaining efficiency, Leesburg has chosen SunGard Public Sector's Click2Gov Customer Information System to help meet its needs, and Senior Systems Analyst Tino Anthony agrees that Click2Gov is the unifying solution Leesburg needs to help continue its success.

#### SOLUTION

SunGard Public Sector's Click2Gov offers up-to-date, online views of customer utility accounts, while also providing several convenient payment options. From the comfort of home citizens can review such information as payment history, pending payments, and account status. And with current, comprehensive billing records, they can easily look up their consumption history, even viewing their average daily utility usage and comparing past monthly payments.

With so many features, Anthony says citizens may now easily view their account information and make their monthly payments by choosing from several convenient payment methods, including over-the-phone, bank drafts, or online. "It's an easy-read bill," he says. And with every cost listed on a single invoice, customers no longer need to pay separately for individual utilities. Payment is a once-a-month event, he says. "Customers love it because it saves them time."

The accessibility of Click2Gov is not only helpful to customers, but to city officials as well. An effective way to unify billing procedures, Anthony says the system's detail is what really stands out. "SunGard was able to adapt to our needs," he says. "Click2Gov enables the customers to actually access our web site and look at their accounts. They can look at their consumptions, their billings, and they can make a pay-



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ment on that online." In addition, customers may access Click2Gov from anywhere. Even on vacation citizens can manage to pay their bills on time simply by calling, setting up bank drafts in which monthly bill payment is automatically deducted from a checking account, or going online and paying with a credit card. "It's very convenient for the customers," he says. "They can just get on, click to make their payment, and it's done."

## IMPACT

The ease with which customers can view their account information and the time that new payment options save customers and the city has persuaded Anthony that SunGard Public Sector's Click2Gov is a solid fit for Leesburg. By consolidating utilities onto one bill and offering user-friendly payment methods, Anthony says the city is much more efficient. More utility payments are made on time, and it's Click2Gov that has allowed citizens to do that, he says. With up-to-date features, time is no longer wasted jumping between screens when a city representative needs to view a customer's account. Should a customer have questions regarding a bill,

account information may be easily viewed on a single screen. And the availability of online consumption history allows citizens to read their bills like a book, Anthony says. "They can get online, they can look at their consumption, and they can see what they're using."

Click2Gov's details also enable employees to quickly respond to the city's needs. "If we didn't have a system like this we'd be pretty disjointed," Anthony explains. "What we really like about the SunGard products is that they're integrated. Without the integration the paperwork that would have to shuffle back and forth would get unmanageable."

Using Click2Gov to provide swift customer service, the lakefront community once known for its agriculture is growing into a city excited about its progressive pace. "The products that we have purchased from SunGard help us to serve the citizens," Anthony says, noting that the Click2Gov software has received positive feedback from both city officials and citizens. "It's the convenience factor," he says. "It's quite an advantage."