



# inHANCE

Efficiency Review

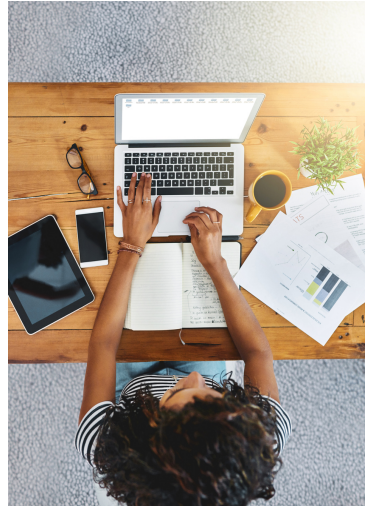
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## Efficiency Review

You provide water for your small-to medium-sized community, but you have the same challenges as larger towns and cities. What sets you apart is you provide the same exceptional service with a fraction of their staff and budget. Since you have to do more with less, you need your processes and procedures effectively functioning, squeezing every hour out of your day and every penny out of your budget.



We designed inHANCE CIS software to automate processes and streamline your operations. But if you're not using all of its features and functions, then you may not be striking a balance between utilization and operational efficiency.

### ***Improve customer experience with operational efficiency.***



If you've had your CIS software for 5+ years and/or you've had significant personnel changes, then it's time you consider an inHANCE Efficiency Review. inHANCE has over 46 years of business best practices that we built into our software. With each new update, we add new features that help water utility providers streamline operations, saving time and money. Our Efficiency Review will give you the business intelligence you need to be proactive. We'll provide you with an in-depth look at how your utility operates and how your CIS software can work better for you.

# inHANCE

Customer Information & Billing  
Workforce Management  
Customer Engagement

# What is an Efficiency Review, and How Can It Work for You?

In this three-step process, we'll show you how to balance efficiency with operations. An inHANCE Business Consultant (BC) works with your core team to understand your processes, procedures, and routines. You'll have a comprehensive view of how your utility runs, and you'll learn where users are spending most of their time and where you can make improvements. You'll also learn about gaps in your productivity and learn new software features and functions that can streamline your operations, saving time and money.

## Here's how the Efficiency Review Works

Over three days, our highly skilled BC works with your CIS subject matter expert (SME) to understand your current processes and procedures. Our BC will review current resourcing, responsibilities, and processes in the following areas:

- Business Processes
- Automation
- Configuration
- Reporting
- Integration
- Modifications

### Review

Step One

During step two, our BC will analyze the gathered information. In each section, we will identify changes that will have the most significant value for the utility. We will create the Efficiency Review Report containing an executive summary along with our recommendations under each functional area.

### Evaluate

Step Two

Efficiency Review follow-up call to review the document and discuss the recommended changes. The BC will assist in determining what changes the utility will implement and create timelines around such implementation. inHANCE will coordinate with your utility to ensure changes are successful and achieve the desired outcomes.

### Report

Step Three

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Interested in learning how our Efficiency Review can work for you?

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