



# Grayson County Water District Improves Customer Satisfaction with Impresa CIS

1-800-259-8222

[www.inHANCEutilities.com](http://www.inHANCEutilities.com)

[sales@inHANCEutilities.com](mailto:sales@inHANCEutilities.com)



GRAYSON COUNTY ESTABLISHES UTILITY BILLING SOLUTION AND IMPROVES CLIENT SATISFACTION USING INHANCE IMPRESA

## The Challenge

After 40 years of being managed by a local Electrical Co-Op, the Grayson County Water District was asked to find its own solution for client billing and information management. Given only six months to find and implement a new solution, Grayson County had an urgent need to find a utility billing software that was simple to learn, quick to implement, and highly functional without disrupting their customer experience.

## The Solution

Grayson County desired a solution that was robust and technologically advanced. They required the "software to cover everything" and identified several key requirements that would be imperative for maintaining their current level of service:

## Benefits

Grayson County Water District seamlessly transitions to inHANCE Impresa (CIS) and Fieldhawk (MWM) software without disruption to customer services and operations. Grayson County experiences better inventory tracking, increased efficiency, and a reduction in time and material waste.

Intuitive and User Friendly interface

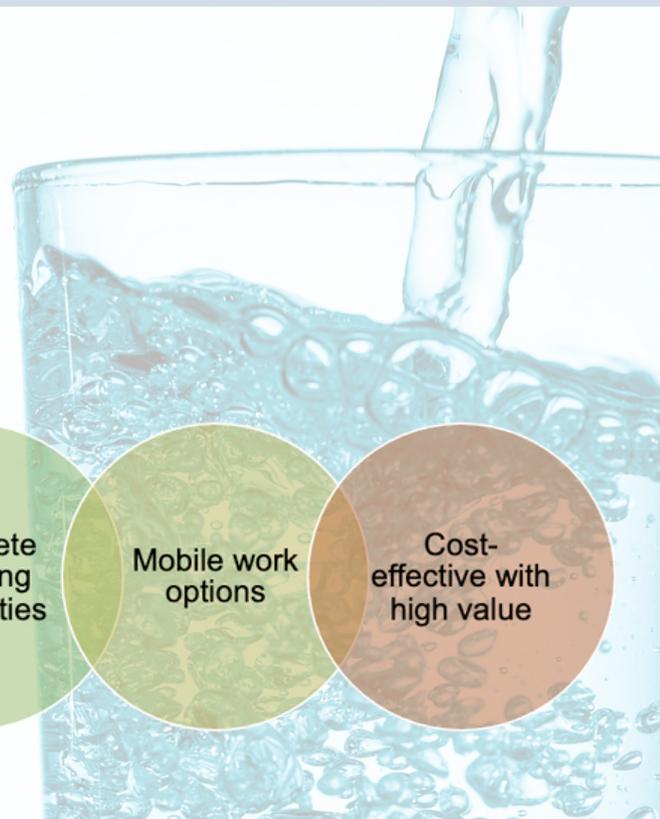
Updated work management system

Software solution geared specifically to Water Districts

Complete reporting capabilities

Mobile work options

Cost-effective with high value



## Evaluation Process & Decision

Grayson County reached out to neighboring utilities for recommendations on customer information systems and utility billing software. Narrowing the suggestions down to four options, they scheduled solution demonstrations, and inHANCE stood out as a cost-effective, water & sewer utility-specific, and user-friendly solution. With a strong client reference from Hardin County Water District 1, Grayson County chose inHANCE to implement its Impresa customer information and billing system (CIS) and FieldHawk mobile workforce management (MWM) solutions.

## Benefits of the Solution

inHANCE was able to meet Grayson County's need for quick implementation, with the entire process from search to implementation taking only six months. inHANCE's solution was intuitive and could provide value to the county's employees, customers, and mobile work staff. With the software being easy to learn and use, the county's staff could automate repetitive tasks. Changing a CIS and billing solution affects both clients and employees, especially when transitioning rapidly. inHANCE's Professional Services team managed the change with Grayson County with little interruption to services, keeping the county's customers satisfied with the service they received.

**“First and foremost, we are comfortable [that the] software is going to grow with us and our industry. We feel that our requests and suggestions are valued. We have built great relationships with the people at inHANCE and feel like our opinions are valued and appreciated.**

**We rely on inHANCE for most all of our core business processes. Billing, work management, water loss, meter testing, reporting, cashiering, and inventory.**

**We simply could not function without it.”**

**- Kyle Cannon, Accounting and Administration**



## About Grayson County Water District

The Grayson County Water District was formed to provide safe, affordable drinking water for rural areas of Grayson county in 1969. Servicing Grayson County and located in Leitchfield, KY, the Grayson County Water District has over 7,700, 563 miles of main water line, approximately 44 miles of service line, eight water storage tanks, seven booster pump stations, and 14 pressure regulator stations. The residential customer usage is 3150 gallons per month. The Grayson County Water District strives to be a progressive and innovative leader in the water utility industry, trusted and respected by employees, members, customers, business partners, and communities.

## About inHANCE Utilities Solutions

With 45 years of experience in the water utility market & over 350 clients, inHANCE has proven solutions to tackle whatever complex utility billing challenge you face. Designed specifically for water utilities, our utility billing solutions help you organize your customer data and provide valuable insights at your fingertips. Each customer's critical information will be where your support team needs it, keeping operations flowing from one customer service call to the next. And our reporting software will allow you to analyze business operations to increase efficiency and streamline processes. You'll know what your team is working on, what customers need attention, and what you can do to provide the best possible customer experience. When you're looking for dependable, cost-effective, practical utility billing software, you can trust inHANCE solutions.



Ready to learn how Impresa and FieldHawk can streamline  
your operations and save your time and money?  
Get in touch with our Sales Team today.



<https://inhanceutilities.com>



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The inHANCE logo, with "in" in white and "HANCE" in teal, set against a green circular background. The entire logo is positioned above a decorative blue and green wavy graphic at the bottom of the page.

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