

## Q1 What is your name and jurisdiction?

Answered: 8 Skipped: 0

#	RESPONSES	DATE
1	City of Trenton	5/9/2023 11:16 AM
2	Addyston	5/8/2023 1:15 PM
3	City of Mason	5/8/2023 12:59 PM
4	Spencer Hawkins - Village of Glendale	5/8/2023 12:42 PM
5	Scot Lahrmer Amberley Village	5/8/2023 12:05 PM
6	Jeremiah Caudill City of Wyoming	5/8/2023 10:57 AM
7	Debbie Campbell Sycamore Township	5/8/2023 10:38 AM
8	Jennifer Kaminer Village of Fairfax	5/8/2023 10:01 AM

## Q2 What billing software do you currently use?

Answered: 8 Skipped: 0

#	RESPONSES	DATE
1	SSI VIP	5/9/2023 11:16 AM
2	Softline Data Inc.	5/8/2023 1:15 PM
3	GCWW provides utility billing for us	5/8/2023 12:59 PM
4	Ampstun Corp.	5/8/2023 12:42 PM
5	We don't use billing software.	5/8/2023 12:05 PM
6	SSI's VIP product	5/8/2023 10:57 AM
7	We do not do utility billing	5/8/2023 10:38 AM
8	N/A - we do not do any utility billing	5/8/2023 10:01 AM

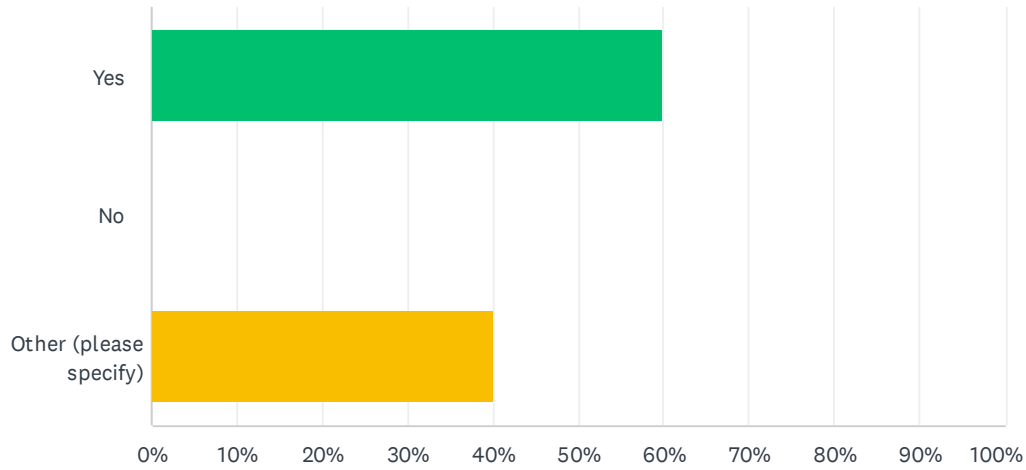
### Q3 How long have you used your current software?

Answered: 5 Skipped: 3

#	RESPONSES	DATE
1	2.5 years	5/9/2023 11:16 AM
2	Two years	5/8/2023 1:15 PM
3	We have been with GCWW since 2002	5/8/2023 12:59 PM
4	Eight months	5/8/2023 12:42 PM
5	October 2020	5/8/2023 10:57 AM

### Q4 Are you happy with your current software?

Answered: 5 Skipped: 3



ANSWER CHOICES	RESPONSES
Yes	60.00% 3
No	0.00% 0
Other (please specify)	40.00% 2
<b>TOTAL</b>	<b>5</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	Service is good, but very click-intensive compared to previous products	5/9/2023 11:16 AM
2	NA	5/8/2023 12:59 PM

## Q5 If no, why not?

Answered: 0 Skipped: 8

#	RESPONSES	DATE
	There are no responses.	

## Q6 What is the most current annual cost?

Answered: 4 Skipped: 4

#	RESPONSES	DATE
1	We have a full package with SSI VIP. Billing module is roughly \$12k/year	5/9/2023 11:16 AM
2	1552.00	5/8/2023 1:15 PM
3	\$2,250	5/8/2023 12:42 PM
4	Annual maintenance is for complete financial suite of products \$31,654.61	5/8/2023 10:57 AM

### Q7 How would you rate the IT support (1 being not helpful to 10 being most helpful)

Answered: 4 Skipped: 4

#	RESPONSES	DATE
1	8	5/9/2023 11:16 AM
2	9	5/8/2023 1:15 PM
3	10	5/8/2023 12:42 PM
4	8	5/8/2023 10:57 AM

## Q8 Please explain your previous rating:

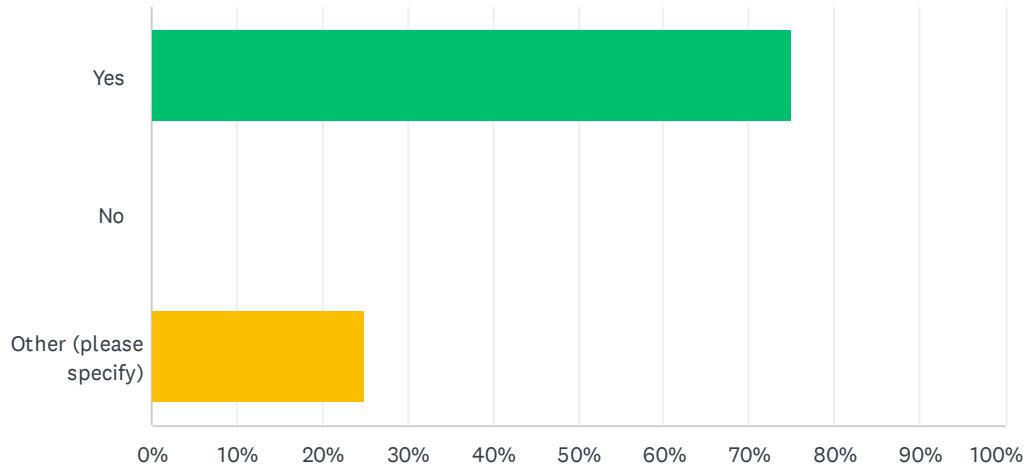
Answered: 4 Skipped: 4

#	RESPONSES	DATE
1	Support is great and typically responds same-day or next day and will remote in to any PC required to address issues personally.	5/9/2023 11:16 AM
2	Most issues can be handled by phone or email	5/8/2023 1:15 PM
3	Support is prompt and they have been able to solve every problem we've run into.	5/8/2023 12:42 PM
4	Typically respond timely with adequate response to issue.	5/8/2023 10:57 AM



### Q9 Is it compatible with cloud storage (if applicable)?

Answered: 4 Skipped: 4



ANSWER CHOICES	RESPONSES
Yes	75.00% 3
No	0.00% 0
Other (please specify)	25.00% 1
<b>TOTAL</b>	<b>4</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	Not sure - No Cloud Storage yet.	5/8/2023 1:15 PM

# #1

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, May 08, 2023 10:00:09 AM  
**Last Modified:** Monday, May 08, 2023 10:00:43 AM  
**Time Spent:** 00:00:33  
**IP Address:** 216.68.204.86

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## Q1

What is your name and jurisdiction?

Jennifer Kaminer  
Village of Fairfax

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## Q2

What billing software do you currently use?

N/A - we do not do any utility billing

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## Q3

Respondent skipped this question

How long have you used your current software?

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## Q4

Respondent skipped this question

Are you happy with your current software?

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## Q5

Respondent skipped this question

If no, why not?

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## Q6

Respondent skipped this question

What is the most current annual cost?

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## Q7

Respondent skipped this question

How would you rate the IT support (1 being not helpful to 10 being most helpful)

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## Q8

Respondent skipped this question

Please explain your previous rating:

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**Q9** **Respondent skipped this question**

Is it compatible with cloud storage (if applicable)?

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# #2

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, May 08, 2023 10:37:21 AM  
**Last Modified:** Monday, May 08, 2023 10:38:08 AM  
**Time Spent:** 00:00:47  
**IP Address:** 98.28.198.233

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## Q1

What is your name and jurisdiction?

Debbie Campbell  
Sycamore Township

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## Q2

What billing software do you currently use?

We do not do utility billing

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## Q3

Respondent skipped this question

How long have you used your current software?

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## Q4

Respondent skipped this question

Are you happy with your current software?

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## Q5

Respondent skipped this question

If no, why not?

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## Q6

Respondent skipped this question

What is the most current annual cost?

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## Q7

Respondent skipped this question

How would you rate the IT support (1 being not helpful to 10 being most helpful)

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## Q8

Respondent skipped this question

Please explain your previous rating:

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**Q9** **Respondent skipped this question**

Is it compatible with cloud storage (if applicable)?

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# #3

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, May 08, 2023 10:52:22 AM  
**Last Modified:** Monday, May 08, 2023 10:57:29 AM  
**Time Spent:** 00:05:07  
**IP Address:** 70.60.183.2

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Page 1

## Q1

What is your name and jurisdiction?

Jeremiah Caudill  
City of Wyoming

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## Q2

What billing software do you currently use?

SSI's VIP product

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## Q3

How long have you used your current software?

October 2020

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## Q4

Yes

Are you happy with your current software?

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## Q5

Respondent skipped this question

If no, why not?

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## Q6

What is the most current annual cost?

Annual maintenance is for complete financial suite of products \$31,654.61

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## Q7

How would you rate the IT support (1 being not helpful to 10 being most helpful)

8

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**Q8**

Please explain your previous rating:

Typically respond timely with adequate response to issue.

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**Q9**

**Yes**

Is it compatible with cloud storage (if applicable)?

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# #4

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, May 08, 2023 12:03:46 PM  
**Last Modified:** Monday, May 08, 2023 12:05:16 PM  
**Time Spent:** 00:01:30  
**IP Address:** 69.61.243.170

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Page 1

## Q1

What is your name and jurisdiction?

Scot Lahrmer

Amberley Village

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## Q2

What billing software do you currently use?

We don't use billing software.

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## Q3

Respondent skipped this question

How long have you used your current software?

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## Q4

Respondent skipped this question

Are you happy with your current software?

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## Q5

Respondent skipped this question

If no, why not?

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## Q6

Respondent skipped this question

What is the most current annual cost?

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## Q7

Respondent skipped this question

How would you rate the IT support (1 being not helpful to 10 being most helpful)

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**Q8** Respondent skipped this question

Please explain your previous rating:

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**Q9** Respondent skipped this question

Is it compatible with cloud storage (if applicable)?

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# #5

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, May 08, 2023 12:37:19 PM  
**Last Modified:** Monday, May 08, 2023 12:41:36 PM  
**Time Spent:** 00:04:16  
**IP Address:** 50.5.205.229

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Page 1

## Q1

What is your name and jurisdiction?

Spencer Hawkins - Village of Glendale

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## Q2

What billing software do you currently use?

Ampstun Corp.

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## Q3

How long have you used your current software?

Eight months

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## Q4

Yes

Are you happy with your current software?

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## Q5

Respondent skipped this question

If no, why not?

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## Q6

What is the most current annual cost?

\$2,250

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## Q7

How would you rate the IT support (1 being not helpful to 10 being most helpful)

10

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**Q8**

Please explain your previous rating:

Support is prompt and they have been able to solve every problem we've run into.

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**Q9**

**Yes**

Is it compatible with cloud storage (if applicable)?

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# #6

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, May 08, 2023 12:57:26 PM  
**Last Modified:** Monday, May 08, 2023 12:58:36 PM  
**Time Spent:** 00:01:10  
**IP Address:** 66.161.221.162

Page 1

## Q1

What is your name and jurisdiction?

City of Mason

## Q2

What billing software do you currently use?

GCWW provides utility billing for us

## Q3

How long have you used your current software?

We have been with GCWW since 2002

## Q4

Are you happy with your current software?

Other (please specify):  
NA

## Q5

If no, why not?

Respondent skipped this question

## Q6

What is the most current annual cost?

Respondent skipped this question

## Q7

How would you rate the IT support (1 being not helpful to 10 being most helpful)

Respondent skipped this question

**Q8** Respondent skipped this question

Please explain your previous rating:

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**Q9** Respondent skipped this question

Is it compatible with cloud storage (if applicable)?

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# #7

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, May 08, 2023 1:13:20 PM  
**Last Modified:** Monday, May 08, 2023 1:14:48 PM  
**Time Spent:** 00:01:28  
**IP Address:** 216.196.244.58

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Page 1

## Q1

What is your name and jurisdiction?

Addyston

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## Q2

What billing software do you currently use?

Softline Data Inc.

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## Q3

How long have you used your current software?

Two years

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## Q4

**Yes**

Are you happy with your current software?

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## Q5

**Respondent skipped this question**

If no, why not?

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## Q6

What is the most current annual cost?

1552.00

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## Q7

How would you rate the IT support (1 being not helpful to 10 being most helpful)

9

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**Q8**

Please explain your previous rating:

Most issues can be handled by phone or email

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**Q9**

Is it compatible with cloud storage (if applicable)?

Other (please specify):

Not sure - No Cloud Storage yet.

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# #8

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, May 09, 2023 11:09:31 AM  
**Last Modified:** Tuesday, May 09, 2023 11:15:55 AM  
**Time Spent:** 00:06:24  
**IP Address:** 147.0.190.181

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Page 1

## Q1

What is your name and jurisdiction?

City of Trenton

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## Q2

What billing software do you currently use?

SSI VIP

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## Q3

How long have you used your current software?

2.5 years

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## Q4

Are you happy with your current software?

Other (please specify):

Service is good, but very click-intensive compared to previous products

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## Q5

If no, why not?

**Respondent skipped this question**

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## Q6

What is the most current annual cost?

We have a full package with SSI VIP. Billing module is roughly \$12k/year

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## Q7

How would you rate the IT support (1 being not helpful to 10 being most helpful)

8

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**Q8**

Please explain your previous rating:

Support is great and typically responds same-day or next day and will remote in to any PC required to address issues personally.

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**Q9**

**Yes**

Is it compatible with cloud storage (if applicable)?

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