Washoe, Reno, Sparks - ONE Executive Briefing

March 13, 2018
Overview | Topics

• Accela Corporate Update
• Washoe/Reno/Sparks Update
• Support Snapshot
• Cloud Ops Update
• Roadmap
• Closing
# INTRODUCTIONS

## ACCELA

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<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Audrey Zuro</td>
<td>Enterprise Account Executive</td>
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<td>Ken Sawtelle</td>
<td>Sales Director, West</td>
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<td>Steve Schroeder</td>
<td>VP Sales, West</td>
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<td>Srini Kakkera</td>
<td>Chief Technology Officer</td>
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<td>Sharon Talkington</td>
<td>Director, Customer Support</td>
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Accela Corporate Update
Accela Corporate Update

• What the Berkshire partnership means to you . . .
  • Customer Support - Bringing Engineering (Tier 3) Skillsets to Customer Organization
  • Delivery - Investments to revolutionize our approach
  • Product Management - Solution Standardization
  • Product Engineering - Predictable Release Schedule
  • Sales - Additional staff, closer customer alignment
  • Expansion (Salt Lake, Ireland) Product and Support focused resources
Looking forward to October . . .
Washoe/Reno/Sparks Update

• Program Overview
• What is New?
  • New Agency Additions/Interest
Customer Support

Report on current state of support cases
Customer Support

Findings and Analysis on 125 cases reviewed (last 12 months)

- Of the 125 cases I reviewed, delays in resolution occurred most often with complex issues related to configuration and scripting, and issues requiring a code change.
  - Our NEW Tier 3 should improve their experience greatly
    - Staffed with developers
  - Issues related to customer configuration and scripts needs further evaluation and discussion.
  - Results used in 1x1 with staff to coach them when to ask for help
  - Bottom line, we need to do better!

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Accela Cloud Ops
Closing - Next Steps...

• Meeting Cadence?
  • Set Date, Topics and Agenda Items

• Areas to Explore
  • Interest in other Solutions? Cannabis, CRM, Asset, Right of Way Mgmt, etc.?
We modernize government so communities can thrive . . . .