"We have everything we want with Springbrook."

Carole Balzer has worked for Rogue Valley Sewer Service for the last 29 years. Her current title is Network Administrator. She manages equipment, builds database reporting mechanisms, supports payroll, and directs three additional staff in her department.

Organization -
Rogue Valley Sewer Service
https://www.sweet-home.or.us/

Population Area - 105,802

Serving - 22,000+

Challenges
• Lack of integration within prior system
• Time consuming bill printing
• Slow support by previous provider

Solution
• Springbrook Financial Suite
• Springbrook Utility Billing
• CivicPay (Online and Voice)

Benefit
• Integrated financial system
• Increased productiving and time-saving
• Superior customer care

Carole attened Southern Oregon Univesity with a focus in business administration and through the years shifted to GIS (Geographic Information System) and now Network Administration. Carole feels the greatest level of success if she's not needed and everything is running smoothly for the 25,000 customers in their service area.

Rogue Valley Sewer Service was in need of an upgrade of their financial software and hoped for one integreated solution. Carole wrote the RFP to begin the discovery process and exploring options. After entertaining several alternative software products, Springbrook was the final choice.

"We have everything we want with Springbrook"

The combination of knowledge and expertise of each specific job duty and of Springbrook software allows her to act as an internal support for Springbrook and the point person when further support is needed. This knowledge also serves as basis to her opinion that Springbrook is a time-saver.

"...we were printing bills here and having them cut. Now with Springbrook, we can just have a custom export and send them electronically to be printed. So, we're done, not even half the time then it took us before."

"...not even half the time then it took us before."

Carole praised the functionality within Springbrook's Financial software, "...having everything, even building permits and just in Springbrook, it saves our finance director a lot of journal entries."

Carole has really found an incredible value the Springbrook staff. The happiness, genuine care, and enthusiasm she's felt from the Springbrook staff has helped instill trust and confidence she's will recieved the help she needs.

Carole was also really happy with the team growth in Springbrook, "Oh, the staff is wonderful." Springbrook has been "much more personal, the employees are happier."

Rogue Valley Sewer Service is happy they got on board and confident that Springbrook was the right to choice to save time and integrate their finance system.

Springbrook

Give us a call to learn more!
Call 1.866.777.0069