



This is the quarterly customer newsletter of Civic Systems.

You are receiving this because you are a friend of our company.

If you'd rather not receive this newsletter, please accept our apologies and [reply](#) to this email with REMOVE in the subject line.

If you were forwarded this newsletter and would like to begin receiving it, please [reply](#) to this email with SUBSCRIBE in the subject line.

We take your privacy very seriously. Read our Privacy Policy [here](#).

We treasure our relationship with you. We are proud that our strong software has contributed to your strong community!!



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## Clarity Suite on the Way!

In the coming months, you'll be hearing a lot more about the next generation of your Caselle™ software. Caselle has taken all of the great software applications you've come to rely on and improved them so that they work even better in your municipal or utility environment. Called *Clarity*, this new software suite operates on the powerful, flexible Microsoft® SQL database, features more robust security and a more intuitive graphical user interface.

The new Clarity product allows you to track access and changes to your data, which means you can see what was changed, when, and by whom. You can also restrict access to the field level for any application.

Clarity's new screen design features a task-based menu and a higher screen resolution allowing you to see more information at one time. You can also attach files to any application, storing those files any way you prefer-- by customer, employee and so forth. The new product also gives you the flexibility to display report data in a wider variety of formats.

Upgrades to the Clarity product will begin in Summer 2006. Customers who have recently signed contracts will be grandfathered to the SQL platform. For those others who wish to move to the SQL product, there will be a period of time when you can upgrade at a substantial discount. If you would like to see the new product in person, please contact your software consultant, [Sam Blahnik](#) or [Mike Laesch](#). They will be happy to demonstrate the product through a remote computer connection, or at your office—whichever is more convenient for you.

## Customer Support Portal Gets an A

Many of our customers are successful users of our web-based Customer Support Portal, which is accessible from our website. If you haven't used the Support Portal yet, we encourage you to do so, because it's getting rave reviews!

Once you have logged your issue or question into the system and it has been solved, you will receive a *Solved Ticket Notification*. In that email, you will have an opportunity to tell us how satisfied you are with the manner in which we addressed your concern. If you click on the link in the email, it will direct you to a very brief survey (4 questions plus a chance to offer written comments). Here is how things are shaping-up so far for 2006:

Satisfied with the timeliness of our initial response	95.4%
Satisfied with our solution to the problem	97.9%
Satisfied with the time it took to solve the issue	98.3%
Felt they were treated in a courteous, professional manner	100%

The next time you have an issue, try the Customer Support Portal, and let us know how you like it!

# Welcome New Customers!

We want to extend a hearty welcome to the customers who have recently joined the Civic Systems family!

Elcho Sanitary District #1, Wisconsin  
Clintonville, Wisconsin  
Kaukauna Utilities, Wisconsin  
Marshall, Michigan  
Hibbing, Minnesota  
North Park Public Water District, Illinois  
Salt Creek Sanitary District, Illinois

## Solution Spotlight: Business Licenses

Recording and managing business licenses are critical parts of running a local government. The Business License program provides complete management control of all licensed and unlicensed locations, including the account status. This program handles a combination of business-related licenses, such as business, liquor, gaming, retail, and so on.

### Benefits For You



- One business can be tied to multiple licenses.
- One owner can be tied to multiple businesses.
- Renewal, payment, owner, manager and location information.
- Business nature and code.
- License approval.
- Sales tax cross-referencing.
- Search by owner, business, location, license number or business code.
- Report licenses by business, expiration, renewal licenses and notices.

Contact a Civic Systems sales consultant, [Sam Blahnik](#) or [Mike Laesch](#), to learn more about our business license software, and how it can make a difference for your municipality.

## 2006 Events: Civic on the Road

6/21-23	MI Assn of Municipal Clerks	Boyne Mtn, MI
6/16-18	WI Municipal Clerks Assn Conf	Milwaukee, WI
9/17-20	MI Assn of Govtl Computer Users	Thompsonville, MI
9/19-22	SIRE Technologies Roundtable	Park City, UT
9/20-22	MI Municipal League Annual Conf	Alexandria, MN
9/21-22	WI Municipal Treasurers Assn	Stevens Point, WI
9/27	IA League of Cities	Coralville, IA
9/28-10/1	IL Municipal League	Chicago, IL
10/9-10/10	IA Rural Water Assn	Dubuque, IA
10/11	Municipal Clerks of IL	Springfield, IL
10/18	IA Municipal Finance Officers Assn	Des Moines, IA
10/18-19	Caselle User Conference	Las Vegas, NV
11/1-2	Civic Systems Symposium	Madison, WI

# Manage Your Agenda



While invisible to attendees, we know firsthand how much time and effort it takes to pull together the documents and exhibits involved for a meeting. For some municipalities, this process is so laborious, that often a whole day is dedicated to the project! Civic Systems' Integrated Document Management solution also offers an *Agenda Management* component, helping you manage the preparation of the meeting and the documents which accompany that process. In one seamless process you'll be able to:

- Send out meeting notices
- Request and approve agenda items
- Simplify those last minute additions and edits
- Gather and easily reproduce supporting documents and exhibits
- Tally votes
- Record outcomes
- Compile and publish meeting minutes
- Integrate meeting documents with digital streaming video of meetings on your website

## **Change the Way You Look at Documents!**

Civic Systems is committed to your success, and has been for over 20 years. You can count on us to be there when you need us. Call Chuck Coopman today to request more information about Integrated Document Management and Agenda Management, and to see these powerful software tools for yourself!

**Chuck Coopman**  
**608.249.6622 ext. 2697**  
[ccoopman@civicsystems.com](mailto:ccoopman@civicsystems.com)

# Employee Spotlight: Dave Curley



Dave Curley joined Civic Systems in 2003, as our Support Manager. A business and accounting graduate of the University of Wisconsin–Platteville, Dave worked 24 years for the company which is now Alliant Energy, before he joined Civic Systems.

“The project I am most proud of here at Civic Systems, has been the implementation of our Parature™ support software,” explains Dave. This software tool helps us monitor, track and analyze support issues and gives customers the option to log and review the status of current and past support tickets via the Internet 24/7. This tool contains a knowledge base and download component that enables customers to search for answers to frequently asked questions and view such things as PowerPoint presentations on topics from previous user symposiums. Dave’s primary role here at Civic Systems is to develop and foster an atmosphere of teamwork and positive relationships between our staff and customers and to deliver excellent support services. “If we can perform our jobs in a casual, open and positive atmosphere here at work, I believe that rubs off on how we relate to, and deal with our customers.”

Dave is an outdoorsman, enjoying hunting, fishing, hiking and believe it or not, lawn work. He is involved in Knights of Columbus, Big Brothers Big Sisters and United Way. He and his wife are empty-nesters, almost. He has three daughters; two are out of the nest and live in Massachusetts and Florida, the other is attending college at Northern Michigan University. He and his wife have the country covered from North, East and South so there are a lot of places to visit and vacation!

## Helpful Tip of the Month: Viewing Previously-Resolved Tickets

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Since May 2004, all support tickets have been stored and available for your review at any time. If you are looking for an answer to a previously-submitted problem, you can search for that support ticket on our Customer Support Portal 24 hours-a-day, 7 days-a-week. All you need is a Customer Portal account which is available to all customers who have an email address. If you do not currently have an account, you can easily register for one by visiting the [Civic Systems Website](#) and choosing “**Support Portal.**”

Finding an old ticket without scrolling down a big list is easy. Once you are logged into the Portal choose the “**My Support**” tab. You will see all of the tickets you have submitted since May of 2004. If you want to see the tickets submitted by *your* organization, check “**Show My Organization’s Tickets.**” From here, click on “**Advanced Search.**” You can now enter a variety of criteria to help narrow down your search by date, created by or ticket status. By entering keywords in the summary, detail or history fields, your search will produce all tickets containing those words. Summary is the brief description of the problem, Detail is a more defined description of the problem and History is the resolution of the problem.

## Civic Systems Undergoing a Facelift

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Civic Systems bids  
a fond farewell to  
*The Hands*

If you are enjoying the new look of our newsletter, then you will probably also enjoy our new website and sales materials, due to arrive this Spring. After 7 years with the angelic hands lifting up the CD, Civic Systems will be changing its appearance.

“While we do sell software, we have learned that our business is not just about technology, it’s about people,” explains Chad Jarvi, the Partner-in-Charge of Civic Systems. “Technology doesn’t really become exciting or important until a person uses it. That’s why our new look and brand will focus on the people who use our product.”

*Strong Software, Strong Community* will continue to be the primary focus of our company’s new branding initiative. New materials and webpages incorporate both our customers and employees, and leverage the positive relationship we enjoy with the municipalities who use our products and services.

