



Minutes of the Springbrook National Users Group Annual Business Meeting

August 24, 2016 | 3:45 pm (PST)

Accela Engage Conference | Los Angeles, CA

The meeting of the Springbrook National Users Group (SNUG) was called to order on August 6, 2015 at 3:46 pm Pacific Time by President Julie Interrante. Other board members present were Hubert Wenzel, Sean Tran, Art Martinez, Rhett Hogan and Stacey Barrett (SNUG staff).

- Julie talked about the survey results that were sent out to SNUG members and that the results were provided to Accela Staff.
- Several Accela staff members were in attendance at the user group meeting and were introduced to everyone in attendance. The Accela staff included Max Schnoedl (Chief Operating Officer), Rob Casseti (Senior VP, Sales and Marketing), Angela Langston (Senior VP, Customer Care and Delivery), Nam Ha (Account Manager).
- Angela talked about the Acquisition of Springbrook software and the transition over the last 18 months.
- Angela shared with everyone the strategic direction the Accela is taking as it concerns customer service. Accela will be providing regular updates to its customers, on a quarterly or monthly basis
- Angela talked about the fact that there are 50 customer support staff at Accela with over half of them dedicated to the Accela F&A products.
- Angela talked about how Accela has acquired 10 companies, including Springbrook Software at the same time and it has taken some effort over the last 18 months to fold all these companies into a single branding and leadership under Accela.
- Accela is committed to investing money into the development of their software platforms in the coming years. Their goal for 2017, spend \$25-30 Million on Utility Billing, CivicPay, and Case Management products within Accela.
- Users provided input to Accela, one user talked about the poor customer support provided by Accela on the F&A products.
- Angela talked about working through the service levels for Accela F&A customers. Currently, the other products that Accela offers have Service Level Agreements (SLA) that describe and identify the required response times for various service requests that are submitted to customer support. Currently, F&A customers do not have any SLAs that dictate the minimum response times which make it difficult for Accela customer support to respond to help tickets. Accela will work through identifying the SLAs for Accela F&A so that we can all be on the same page
- Customer Input: currently, the customer does not know who to go to for support.

- Accela has agreed to publish an organizational chart for Customer Support so that the customers know who their next level of contact is or even who to contact.
- SNUG members can also reach out to the SNUG board members for help as well.
- Customer input: there have been 5-6 people that they use to work with at Springbrook that are no longer with the company shortly after they've been notified that this person is their go to person for support.

SNUG Changes:

- At the Business meeting, there was a brief overview of the changes to the SNUG bylaws to take into consideration the Springbrook acquisition and the Accela Conference timelines and allow for electronic voting by the members.
- General discussion regarding the benefits of using Accela Community:
 - Community can help you get updated on the latest changes in the software
 - You can log tickets in Community
 - The knowledge base in Community can help you solve your issues quicker
 - Post articles to the Community Portal
- Accela has installed a new phone system that allows for better call flows so that customers can get to the person that they need to reach in order to help them resolve their issues quickly.
- Customer satisfaction surveys are gathered at the end of each help ticket have been useful
- Customer centric training is also available by contacting Nam Ha

Respectfully submitted,

Sean Tran
SNUG 2015-2016 Secretary