



Case Summary

The *City of Selma* began with the founding of the Valley View School District in 1880. In 1890 four farmers, J.E. Whitson, E.H. Tucker, George Otis and Monroe Snyder, formed a partnership, developed a town site and began auctioning lots. The *City of Selma* was incorporated just three years later. By 1910, although raisins were the major crop, Selma was known as the "Home of the Peach". In 1912, both fruits were honored in a "Peach/Raisin Festival". Selma officially adopted the name "Raisin Capital of the World" in 1963, with 90% of the nation's raisin crop being cultivated within eight miles of the City.

In the past three to four years Selma has become the "hub" of growth for the south valley. In addition to many new housing projects, Selma is very proud of its downtown and industrial and commercial developments it has attracted in recent years. These include a U.S. Postal Encoding Center, a new regional movie theater, a variety of new shopping opportunities, an auto mall and an R.V. Center. Selma residents and business owners are very proud of their community and strive to keep the small town atmosphere and quality of life they have come to love.

The city has standardized on Microsoft® technology including Windows®, SQL Server and Office. PSI software incorporates Microsoft® standards to ensure reliable, robust & progressively improving software.

The *City of Selma's* pet and business licensing software *were failing and operations staff urgently needed effective software!* Selma had struggled long enough with their in-house developed systems. City staff learned that in the computer arena, while software development may appear simple, the realities of developing any modern full featured system require some complexity. Staff clearly appreciates the benefit of software designed by experts in their fields (Such as those with accounting backgrounds.) and development staff skilled in the art of software development. Software development is rarely a task for novices. It takes years to effectively incorporate flexibility & customization into software design.

As the needs of computer users are ever changing, the development process just cannot cease upon completion of deployment & training. For all these reasons and more, in 2003, *Progressive Solutions®* was asked to present their products for managing the Business and Pet licensing functions. After careful consideration, City operational staff selected *Progressive Solutions®* to promptly meet all their business and pet licensing needs!

Consequently, in 2004, *Progressive Solutions®* on a hand-shake agreement (fully understanding the severity of the city's situation) began conversion and implementation 2 weeks prior to formal issuance of a contract. Selma was live with two systems just two days after contract signing!

The city implemented the *QuickServe™ Suite* of software to: 1) provide a means of efficiently tracking and issuing business licenses to the City's residents and non-resident businesses and 2) streamline the Pet Licensing operations and provide valuable information to other departments through the use of the intranet and custom reports. The *LicenseTrack™ & PetTrack™* systems handle all over the counter and mail payments for the City and provide complete detailed and consolidated entries of each day's activities. According to Patricia Neal, "The systems paid for themselves in the first year of operations!"

About *Progressive Solutions®*

Progressive Solutions®, developer of the *QuickServe Suite™*, brings heightened security, efficiency and convenience to users. *Progressive Solutions®* has incorporated next generation hardware and software technology enabling market-ready governmental enterprise solutions. Based in Brea, CA, the company distributes their product through an extensive network of VAR and reseller channels and has entered into strategic partnerships.

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