Case Study: City of Loma Linda & Progressive Solutions®'
Central Cashiering, Business Licensing & Utility Billing

"The City of Loma Linda"

Case Summary:

Loma Linda is a city that is known throughout the United States for its national center for health and wellness. The City's resident population of 19,418 swells to 60,000 during the daytime due to its many visitors to the Loma Linda University Medical Center and Jerry L. Pettis Veterans Memorial Hospital. The City is responsible for invoicing & receipting over 6 million dollars annually for utility services alone.

Major developments are planned including shopping centers, business parks and office buildings.

The City had existing cashiering and business licensing products that provided basic functionality but were not capable of providing the desired level of integration or flexibility.

Consequently, the City decided it was necessary to seek new software to accommodate existing needs and provide relatively painless future integration with all city software. As the city has recently become an internet service provider, one need was the ability to bill for Internet services.

According to James Hettrick, "PSI has been there for us and is willing to do whatever is necessary to ensure our success!"

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 Loma Linda retained the services of Progressive Solutions® to install and integrate cashiering, business licensing systems and utility billing systems to provide a truly seamless solution for the City. **LicenseTrack**™, business licensing & **UtilityExplorer**™ has provided the City with greatly expanded reporting and data tracking abilities. All information is easily accessible by end users via the intuitive and easy to navigate graphical interface. Citizens are empowered to create internet accounts which can link city services. Once created a single transaction may be made which pays for all selected city services. This feature is particularly popular with owners of multiple rental properties as well as property managers.

Another item of importance to the City is GIS integration. The city needed to link all of the City businesses with parcel information so that maps can be generated and utilized for any purpose especially economic development.

While city staff is generally able to use the system to answer questions from citizens and other departments, the helpful staff at Progressive Solutions® is there to assist in the more esoteric requests and generally at no budgetary impact.

According to James Hettrick, IT manager for the City, "The ability to provide an interface to the parcel management system has facilitated our needs for maintaining accurate GIS coordinates for all the businesses in the City."

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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