



govgear

City of Clemson

The city of Clemson, South Carolina is home to Clemson University. During football season the town's population can quadruple in size from around 22,000 to well over 80,000 people!

Quick Facts

Name:
City of Clemson

State:
South Carolina

Population:
22,350

Solutions:
Financial Management
Payroll/Human Resources
Business Licenses
eGovernment
Cash Collections

Client Since:
1989

The City of Clemson was among the small group of municipalities and school districts who were CSI customers when the company was founded in 1989. Beverly Coleman, City Clerk, reflected on their history with CSI, "In the beginning... we used their Accounting package. We later added the Utility Billing software when it was offered. I guess you could say we have been with them from the beginning." CSI's ability to provide up-to-date products and services to the City is one of the main reasons they have continued to be a customer for almost 20 years.

CSI's On the Ball

Joan Stich, Utility Billing Supervisor, has been an employee of the City for more than twenty-five years. During that time she has watched Clemson's relationship with CSI continue to grow. One reason Stich believes the City has remained so loyal is because "CSI's programs work." Over the years, the City of Clemson has implemented upgrades and enhancements to CSI software.

In the early 1990s Clemson was one of the first CSI customers to make the transition from the DOS-based system to the Windows platform. Another milestone in the City's relationship with CSI was the implementation of an application delivery solution that allowed the City's software users to access the CSI application from remote locations. With this implementation, users

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“During the years, we have established a relationship that has continued to grow with technology.”

Beverly Coleman
Municipal Clerk
City of Clemson

received improved accessibility and freedom. Not only were they able to gain access from any location with Internet access, but departmental users located outside of City Hall (such as the police department) could complete a purchase requisition, check budget balances, and complete other tasks within the software.

Serving It Up

eGovernment is the City's latest addition to CSI software functionality. This new service is helping the City meet the ever-changing demands of its growing population of permanent residents and transitory students by providing citizens with the means to make online utility bill payments. Stich believes these features have enabled the City to “communicate and meet the needs” of its residents as well as make the City more efficient.

CSI's commitment to providing its clients with the best customer service and support in the industry has remained a primary mission of the company. When Clemson has experienced a

problem, CSI has worked with the City to make sure a solution is provided in a timely manner. Stich explains, “CSI rectifies every situation and has given us great service.”

Over the years the City of Clemson has remained loyal to CSI as it has to its own college team, the Tigers. The company's products, coupled with its great service, have created a winning combination for the City .