

Itineris Change Order & UMAX Upgrades



PUBLIC WORKS BALTIMORE CITY DEPARTMENT OF PUBLIC WORKS BALTIMORE



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Automatic Payments
Store Credit Card Info



Integration with
Paymentus
(new payment portal)



Payments immediately applied
Request payment plans through portal



Paperless Billing



Communication
Integration
(text, email, chat)

CUSTOMERS



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Background

- October 2014, BOE awarded Itineris a 10-year contract award to provide technical and staffing assistance to provide DPW the UMAX system.
- UMAX is DPW's utility billing system.

Request

- \$15M in additional funding for the following:
 - Transition Baltimore County to UMAX (\$6M)
 - Upgrade to cloud-based UMAX 365 (\$3.3M)
 - Business assurance & improvement projects (\$2M)
 - Software licenses (\$1.6M)
 - Miscellaneous (\$1.5M)

Need

- 27 remaining months on the initial award (expires November 2024).
- An upgrade to UMAX 365 is now necessary as current version will be discontinued.



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ACCOMPLISHMENTS



Call Center Email Backlog	Case Management Backlog	Real Property Backlog	County Escalation Work Orders
14,000	4,600	10,000	6,300
30	300	0	11



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Recent Accomplishments

- Increased customer service training.
- Operational and business assurance support for various initiatives:
 - LIHWAP, WorkDay, Water4All, iTron.
- Implemented new rates structure and configuration of wholesale billing in UMAX.
- Significantly reduced real property and case management backlogs.
- Actively implementing paperless billing offering and advising to implement UMAX collections strategy.

On-going Work

- Implementing opportunities for revenue gains by leveraging system more effectively.
- Resolving data cleansing tasks to help improve data quality.
- Assisting with reporting, data analytics, and generation of KPI dashboard.
- Actively improving address validation process.

