Vendor	Product	Purpose	Description of Category	Department	Frequency of Data Collection	Frequency of Updates
Tyler Technologies, Inc.	INCODE Central Version 9	Utility Billing / Accounting software	Billing	Business	Monthly	As Needed
Eagle Aerial Solutions	Waterview	Parcel water usage evaluation	Engineering	Engineering	As needed	As needed
Microsoft Corporation	Microsoft Exchange Online/Office 365	Email	Email System	Business	Daily	Daily
Microsoft Corporation	Microsoft File Server - Windows Server	Network File Server	Document and Information Management	Business	Daily	Daily
Microsoft Corporation	Microsoft Office Suite - Excel, Word & PowerPoint	Spreadsheet, Presentation and Correspondence software used	Office Software	Business	Daily	Daily
Z World GIS Services	GIS - Geospatial Technology	Cartographic mapping product	Geographic Information System	Engineering	Monthly	Monthly
Converged	Datto - Cloud Back Up System	To maintain back-ups of IT infastructure and data	Office Data	Business	Nightly	Nightly
Infosend	Web Portal - EBPP	Print/mail/email/archive utility bills	Billing/payments	Business	Daily	As needed
Electronic Payment Exchange (EPX)	Web Portal	Process credit card/ACH/Auto draft payments	Payments	Business	Daily	As Needed
Bank-up	Lockbox services	Receive and process incoming check payments	Payments	Business	Daily	As Needed
iContact	Email Marketing	Send mass emails to customers that have subscribed to the Districts electronic newsletter	Email	Public Outreach	As needed	As needed
Everbridge	Mass notification system	Send mass notifications via email, text, phone and social media to customers that may become affected by District maintenance	Mass Notification	Engineering/ Public Outreach	Daily	Daily

Vendor	Product	Purpose	Description of Category	Department	Frequency of Data Collection	Frequency of Updates
VX Smart	Watersmart	Meter data and customer portal	Engineering / Billing	Engineering	Daily or more	Daily or more
Tokay	Tokay	Backflow Management	Engineering	Engineering	As needed	As needed
Itron	Network Administrator Application	Hosting meter data	Engineering	Engineering	As Needed	As Needed
Docusign	Docusign	Electronic Signature Application	Customer Service/ Operations	Customer Service/ Operations	As Needed	As Needed
END						