



Capital Budget Request - EQUIPMENT

Project Name Customer Relationship Management System 311 \$ **1,300,000**

Order Code	601854	Project Location	Muni Wide
Project Category	Machinery & Equipment	Ward	5 - Muni-Wide
Type of Project	New Asset - Acquisition and/or Instal	Municipal Function	12 - Gen Administration

Project Description and Scope

The Municipality's vision is to provide easy access and exceptional customer service to residents, businesses and visitors of the RMWB using a single point of contact system accessed through phone, web or a user App. Further the vision is to ensure that the customer service process is standardized and integrated across all municipal departments and service delivery standards are met.

This project is much more than a software purchase. It requires full project management including a robust change management component as a standard end to end customer service process for all municipal departments is developed.

Initial outcomes will include standardized customer service including a single point of contact, operational process mapping, defining service level standards. Mid range and long term outcomes will include improved corporate reputation, valuable reporting which can provide great benefit to elected officials and administration enabling better planning, budgeting and forecasting, as well as real time analytics of emerging community issues/concerns. This information will enable a proactive approach to operations and decrease operating costs in the future.

Project Cash Flows

Year	Total Annual Cost	Federal Grant	Provincial Grant	Reserve	Other
2019 & Prior	1,200,000				
2020	100,000				
2021	-				
2022	-				
2023	-				
2024	-				
Thereafter	-				
Total Budget	1,300,000	-	-	-	-

Additional Funding Details

Business Case Created By	<u>Kelly Williams</u>
Project Sponsor Branch	<u>Pulse</u>
Project Sponsor Department	<u>Communications, Stakeholders, Indigenous and Rural Relations</u>
Project Delivery Branch	<u>Pulse</u>
Project Delivery Department	<u>Communications, Stakeholders, Indigenous and Rural Relations</u>