

Eight Northern Kentucky Cities Select New Property Tax Software

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Background

Several cities in Northern Kentucky had a tax program solely supported by the individual who had written it. Before the 2006 tax year, the individual unexpectedly passed away leaving these cities without any support for generating and issuing the 2006 tax bills to their residents. Although they found someone to help them through the tax year, Amy Able, City Clerk for the City of Ft. Mitchell, began to research different companies to replace their existing tax program.

Search Process

After reviewing product information and viewing demonstrations, she presented her findings to the "core" group of cities looking for a new product. She also shared her results with the local clerks association in the event other cities might be interested. At that time, several other cities, including myself, decided to join the search, bringing the total number of cities in the group to eight (8).

Amy selected several companies to further review and demonstrate their product to the group of cities. All but one of the companies had current installations of Property Tax Software in the state of Kentucky. After the demos, there were concerns about each of the products.

Pontem Software was the preferred product based on features and ease of use. Pontem has many installations in the State of Michigan, however it had none in the State of Kentucky, which of course was a concern among the group. One major difference between Kentucky and Michigan relates to the administration of delinquent taxes. We needed delinquent tax management at the local level, whereas in Michigan delinquent taxes are turned over to the counties for collection. Pontem has a separate module for Delinquent Taxes, but we needed current and delinquent tax management combined in one product.

Between the time the group finished with the demos and had several meetings, Pontem had stepped up to the plate and combined their current and delinquent tax features, needed by Kentucky, into a single tax package. Pontem put forth the effort to modify their software in order to demonstrate the ability to satisfy the Cities initial needs and requests. They used their own design resources and programming time to accomplish this with absolutely no promise by any of the Cities to purchase.

After more in-depth review of the various product offerings and discussion among the group, Pontem Software was chosen as the vendor. Not only did we feel they had a great product, they demonstrated a strong desire to work with us, wanted our business, and would be responsive to our needs. They committed to have a "Kentucky" version completed by August, in time for the 2007 tax year.

Conclusion

Pontem quickly went to work and in four months delivered a final product serving the needs of the eight cities. Testing went very well. Pontem did a terrific job getting the tax roll import process set up with Kenton, Campbell and Boone counties. The support team has been great in helping with the tax bill design, the creation of the export file for in-house or third party printing and mailing, as well as the process of generating the bills and working with the bank to design the import files from the lockbox. The Pontem team has gone above and beyond to insure they have met our needs and solved any issues that came up during the conversion process. They have been very timely and professional in transitioning the cities to their product and very responsive to our individual needs.

The product is flexible enough to handle the variables among the cities. Each city defines its own preferences related to discount periods, interest and penalty calculations, tax levy options and more. The product also offers enhanced features including imaging/document management; integration with the Counties GIS mapping and a public on-line parcel and tax bill search. The consensus is in. Everyone is very pleased with the selection of Pontem Software. We would select them again and recommend the Pontem Property Tax software to anyone in the market.

About the Company

Resource Information Associates, Inc.(a/k/a Pontem Software), based in Michigan, has been in business since 1979. Its primary focus is developing and supporting administrative software for local government and the cemetery market.

Pontem has software products installed in twenty-one (21) Michigan counties as well as, hundreds of local townships, cities and villages. The Pontem Cemetery Management Software is installed throughout the country and is fast becoming the most renowned product for burial record management.

For more information, contact Sherry Hood, President, Resource Information Associates, Inc. Email address sherryh@pontem.com or call 888-742-2378.