



CITY COUNCIL ITEM SUMMARY

MEETING DATE:	September 7, 2023
SUBCATEGORY:	Bid Award/Purchases
DEPARTMENT NAME:	Administrative
AGENDA ITEM TITLE:	Customer Portal Agreement
DEPARTMENT SUMMARY RECOMMENDATION:	We are requesting authorization to utilize SpryPoint's Customer Engagement Portal (SpryEngage). This software solution will help us provide enhanced customer services by providing easy 24/7 access to information, integrated customer self-service capabilities, customer service metrics, and user-friendly reporting/dashboarding tools.
LEGAL:	Reviewed by Archer & Lovell